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ABSTRACT

The handbook details planning and development of a direction service center (DSC), an agency which matches the needs of handicapped persons with appropriate services. A replication sequence, based upon practices of the Jackson County, Missouri, Direction Service Center, is discussed for the following six areas: development of a resource information system; outreach services; client service; accountability; administration; and community/state relations. Among three appendixes are sample data collection forms and procedures. (CL)

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REPLICATING DIRECTION SERVICE

A HAND BOOK

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FOREWARD

The purpose of this replication handbook is to provide direction service personnel with both a guided initial exposure to the basic tenets and procedures for providing quality direction services and a ready reference for continued use during their developmental stages. While the experiences of the Jackson County Direction Service Center (JCDSC) in Independence, Missouri served as a model, an attempt was made to present the contents in a way that would make them applicable to most settings.

The contents of the handbook are not intended to be totally free standing or self-explanatory. Rather they are designed to serve as a structured supplement to a period of staff development provided by an established model demonstration site.

Organizationally, the sequence in which the topics are presented reflects the order in which they occurred during the development of the JCDSC. Although some latitutde exists for unique, individualized interpretation of each activity, the reader is encouraged to give careful consideration to the interrelated nature of all of the components before attempting to operationalize any selected subgroup.

Any individual or group wishing to visit the JCDSC is cordially invited to do so. Arrangements may be made by contacting the director a few days in advance.

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PRELIMINARY CONSIDERATIONS

Prior to the establishment of a program of direction service, one would be well advised to devote some time and consideration to the following topical questions. While there is no single "answer" to any of them, they represent topics which each center will ultimately have to resolve.

1. Philosophy of the Program

Why is this program being considered? What is it to accomplish? What will be accepted as demonstrating "success"?

2. Service Area

What geographical area will be served by the proposed direction services? How many people does it contain? What information is available regarding handicapped children in the area; numbers, characteristics, etc.?

Is acceptable office space available within the area? If so, is it accessible to various transportation sources and anticipated or known referral cachement areas? Does it contain any such barriers which would limit access by handicapped clients? If office space is to be shared with an already established community agency, will this cooperative identification enhance the effectiveness of the program?

3. Finances

What are the financial constraints and commitments which will affect the program? To what extent are federal and/or state monies involved? In the event that federal and/or state financial

support is withdrawn, are sufficient local dollars available to continue the program?

4. Staffing

How large a staff will be needed to implement the program? What personal/professional characteristics should they have? Are appropriate personnel available? What staff development resources are available, and how may they be used?

5. Sponsorship

Who will be administratively responsible for the direction service program? Is there a local public school district that is willing to assume this role? Are the philosophies, personnel policies and procedures, etc. of the two programs compatible? What inter-agency lines of communication will be necessary/ expected?

Each potential direction service site will need to respond to these preliminary considerations in a fashion reflecting their unique characteristics. As initially stated, there are no known "right" answers. The following narrative explains the way one contractor, the Midwest Regional Resource Center, and one sub-contractor, the Independence Public Schools, approached and resolved most of these issues.

One ingredient of the successful implementation of direction services in any locale is adequate and appropriate pre-planning. It is hoped that the contents of this handbook will facilitate movement in that direction.

INTRODUCTION

The term "direction" is defined as: guidance or supervision of action or conduct, while "service" is a contribution to the welfare of others, a facility supplying some public demand. Thus, an agency which provides for the periodic and systematic matching of a handicapped child's needs with the proper mix of services to satisfy those needs over time is appropriately known as a Direction Service Center (DSC). Put somewhat differently, direction service is an information based service designed to match individual needs and local service system capabilities as both change over time.

While such a charge may sound suspiciously related to the goals of other societal agencies, leading one to an assumption of service replication, Direction Services contain several unique characteristics differentiating them from all other service providers. Each DSC is to provide direction service for all handicapping conditions in a population aged 0 to 21 years. Organizationally, each is also to develop a delivery system which provides for the periodic reassessment of the "match" between client need(s) and service(s) provided. Within the existing bureaucratic structure each center functions autonomously, allowing it to fulfill a true integrative role among the many community service agencies. These components, plus an inherent commitment toward assisting the child's parents in assuming their unique responsibility, as the primary case managers, serve to identify Direction Services as a valuable supplement to the service armamentarium of any locale.

Conceptually, direction service evolved from research efforts by the Rand Corporation under contract to the Bureau of Education for the Handicapped. Specifically, the Bureau requested that Rand researchers survey and evaluate the scope and extent of services available to handicapped children and make recommendations appropriate to further development/refinement of this service delivery system. Summarily, the Rand Corporation reports of 1973 and 1974 found needed services for handicapped children fractionalized, inefficient, insufficient or totally absent, and otherwise so complex and disorganized as to defy efficient and effective operation. Of specific emphasis to this present consideration was their failure to find any existing agency whose primary purpose was the provision of a direction service, as defined in the preceding paragraph. Follow-up and redirection, implicit in the notion of "periodic and systematic," were noted to be particularly underdeveloped.

There was no singular, predetermined organizational style or arrangement among the thirteen original model demonstration contracts, authorized and funded by the Bureau. Each was encouraged and supported in their creation of a program designed to fulfill the charge common to all, but responsive to the unique, individualized geographic/population requirements of their specified target area.

One of these contractors, the Jackson County Direction Service Center (JCDSC), located in Independence, Missouri, developed its program to serve the direction service needs of a combination urban/rural population within Jackson County, Missouri. The purpose of this replication packet is to identify and examine those practices and procedures of the JCDSC which are felt implicitly germane to the creation and

operation of any Direction Service Center. As such, care was taken to remove geographic specificity from the discussion and focus on the operational essence of a center.

REPLICATION SEQUENCE

Step 1: Resource Information System (RIS)*

In the initial developmental stages it will be apparent that in order to refer and direct handicapped children and their families to appropriate services the center needs to have a comprehensive listing of what resources are available to handicapped children. Without an accurate description of the service providers available in the community, it will be impossible to offer appropriate direction service(s) according to client needs.

Assuming that the staff will come to the program with varying backgrounds, expertise, and knowledge of the resources in the area, their information about community resources needs to be shared, and resource manuals sought that identify any existing programs and/or agencies serving handicapped children.

Once all relevant information and resource manuals are gathered together, several key decisions need to be made. First, do the staff have sufficient knowledge of the community's resources? Secondly, are existing resource manuals adequate to serve the staff and center purposes? Thirdly, should direction services formulate a manual for its own use?

In all probability there will not be any manual(s) that are designed specifically for the services available to all handicapped

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*A term originally developed by the Midwest Regional Resource Center, Des Moines, Iowa, to reference a similar information storage and retrieval system.

children between 0 and 21 years of age. Thus, a resource manual will probably need to be developed for the center to use, which will identify and categorize all services for this target population.

In developing a resource manual the center must identify what information is to be considered necessary to document the services offered by any given agency. An example of one system is the Resource Information System (RIS).* Figure 1 is a replication of the form developed to serve as the information page for any agency or program that is to be listed in the manual and considered a potential service provider for handicapped children within the target area.

This RIS information page contains the basic information needed to identify a program, the services it offers, and the service population. The first side of the form contains the agency identifiers, such as name, address, phone number, stated purpose(s) of the agency program, age group served, etc. The reverse side of the form contains a method for indicating precisely what handicapping condition(s) the agency serves and what types of services it offers to clients. Margins and extra space are available for explanatory notes that would not lend themselves to inclusion in another fashion.

Figure 2 is an example of an RIS information sheet that has been completed. While the front side of the form is felt to be self-explanatory, the reader's attention is directed to the back of the form and to the use of "P" or "S" within service designation units. In this context the "P" indicates that the designated service unit is considered to be primary within the program, while the use of "S" represents a

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*Midwest Regional Resource Center, Des Moines, Iowa, June, 1974.

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Figure 1

JACKSON COUNTY DIRECTION SERVICE CENTER

RESOURCE INFORMATION SYSTEM *

Date First Contacted:_____ Date Last Contacted:_____

DSC Staff _____ Whom Contacted:_____

NAME OF FACILITY_____

Department_____

Director_____Telephone No. _____

Address_____City_____County_____

State_____Zip Code_____Brochures requested_____

Setting: Residential____ Day Services ____ Out-Client ____ Office Hours _____

Other _____

DESCRIBE PURPOSE OF FACILITY_____

_____

_____

PERSON TO CONTACT FOR SERVICE:_____Phone Ext._____

Application Process _____

STAFF MEMBERS EMPLOYED: #_____

M.D. ____	Physical Therapist ____	Teacher _____	Aide _____
Neurologist ____	Occupational Therapist ____	Social Worker _____	Rec. Ther._____
Psychiatrist ____	Speech Pathologist ____	Nurse _____	
Psychologist ____	Audiologist _____	LPN _____	

(Other)_____

GENERAL LOCATION_____

SPECIFY BARRIERS TO HANDICAPPED PERSON:_____

CLIENT REQUIREMENTS: Sex: M___F___B___ Ages served:_____

_____

Geographic Restrictions:_____

Months of Operation:_____

Anticipated special/summer program:_____

_____

*Adaptation of the original RIS form developed by the Midwest Regional Resource Center, Des Moines, Iowa, June 1974.

SERVICES AVAILABLE P indicates Primary S indicates Secondary	Information	Diagnostic	Treatment	Education	Day Care	Residential Program	Family Services	Social/ Recreation	Vocational	
MR - borderline										
educable										
trainable										
Learning Disability										
Behavior Disorder										
Emotionally Disturbed										
Orthopedic Handicap										
Other Health Impaired										
Visually Impaired										
Speech Impaired										
Language Delayed										
Hearing/Deaf										
Blind										
Multiple Handicap										
Financial - Fixed Fee										
Sliding										
Title XX										
MO. 474										
Insurance										
Scholarships										
No Cost										
Transportation										

Comments _____

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Figure 2

JACKSON COUNTY DIRECTION SERVICE CENTER

RESOURCE INFORMATION SYSTEM*

Date First Contacted: _____ Date Last Contacted: 7-15-76

DSC Staff Sara Carpenter Whom Contacted: John Doe

NAME OF FACILITY The Special Learning Institute

Department _____

Director John Doe Telephone No. 000-0000

Address 100 Main Street City Kansas City County Jackson

State Missouri Zip Code 64100 Brochures requested yes

Setting: Residential ___ Day Services X Out-Client ___ Office Hours _____

Other _____

DESCRIBE PURPOSE OF FACILITY To provide an educational program with emphasis on reducing inappropriate behaviors and increasing language skills to maximize child's growth.

PERSON TO CONTACT FOR SERVICE: Jane Brown Phone Ext. 000-0000

Application Process Telephone or send in application

STAFF MEMBERS EMPLOYED: #_____

M.D. ___	Physical Therapist ___	Teacher 5	Aide 3
Neurologist ___	Occupational Therapist ___	Social Worker 1	Rec. Ther. ___
Psychiatrist ___	Speech Pathologist 1	Nurse ___	
Psychologist 2	Audiologist ___	LPN ___	

(Other) _____

GENERAL LOCATION Downtown Kansas City

SPECIFY BARRIERS TO HANDICAPPED PERSON: Stairs: not set up for wheelchairs.

CLIENT REQUIREMENTS: Sex: M ___ F ___ B X Ages served: Accept 2½ year old to 16 year olds

Geographic Restrictions: None

Months of Operation: 9 Month program - September to May

Anticipated special/summer program: Offer summer school from June 15 to August 1 - ½ day sessions

*Adaptation of the original RIS form developed by the Midwest Regional Resource Center, Des Moines, Iowa, June 1974.

SERVICES AVAILABLE P indicates Primary S indicates Secondary	Information	Diagnostic	Treatment	Education	Day Care	Residential Program	Family Services	Social/ Recreation	Vocational	
MR - borderline										
educable										
trainable										
Learning Disability										
Behavior Disorder		P	P	P			S			
Emotionally Disturbed		P	P	P			S			
Orthopedic Handicap										
Other Health Impaired										
Visually Impaired										
Speech Impaired			S							
Language Delayed										
Hearing/Deaf										
Blind										
Multiple Handicap										
Financial - Fixed Fee		X	X	X			X			$400 per month
Sliding										
Title XX										
MO. 474										
Insurance										
Scholarships										
No Cost										Approved agency of State Dept. of Educ. If referred by St. Dept. of Ed., State would pay tuition costs.
Transportation										

Comments *If approved by State Dept. of Education, transportation would be furnished during nine month school year.*

secondary service designation. Within the context of this service differentiation, "primary" services consistently refer to the major service components of an agency, while "secondary" designation applies to those supportive or supplemental services also available within the agency's service continuum. Thus, this fictitious agency would serve primarily as a referral source for a client with behavior or emotional problems, but would also offer the family counseling and/or speech therapy, where necessary and appropriate.

It is essential that any agency data contained within an information system be as accurate as possible. In all probability this will necessitate the use of some data verification procedures. In this regard, telephone or person contacts seem to be the most productive methods. In addition to providing the necessary verification of an agency's current status, these procedures also provide the staff with an opportunity to explain direction services and their relationship with other existing service providers.

Once information has been gathered on a number of agencies the staff may wish to meet and jointly review each completed form. This provides an opportunity for questions, verifying any of the information, and insures a mutual information base among the members of the center staff.

Once a number of Resource Information System forms have been completed, an index system may be set up within the RIS manual to assist in rapidly locating agencies providing specific services. In this context each agency is indexed by service(s) provided, under the appropriate category of handicapping condition. Figure 3 serves as an example of a partially completed index page. Therein, it is seen that

Figure 3

Emotional Disturbance

	Information	Diagnostic	Treatment	Education	Day Care	Residental Program	Family Services	Social/ Recreation	Vocational	Page Number
The Special Learning Institute		P	P	P			S			15
The Area Mental Health Center		P	P		P	P	P		S	27
The Area Mental Health Association	P									42
Sigmund Freud, M.D.		P	P							45
The Alternative School				P						56

five area agencies have been identified as providing services to emotionally disturbed children. The type of services offered by each agency and the specific page within the RIS manual where that agency may be found are also specified. As the information system is developed, consideration may also be given to including a separate section for information pertaining to each of the school districts within the center's geographic area. This section would contain all identifying information about specific school systems, as well as any programming alternatives available for handicapped students.

Regardless of the nature or type of resource information system established within the direction service center, two considerations must be continually kept in mind. First, any system will be imperfect and will quickly become out of date. Second, within any given geographic area, new service programs are continually being developed and other existing programs will be identified that had initially been overlooked. Because of these two factors, a system allowing for the periodic addition or updating of agency information will be needed.

Step 2: Outreach

An outreach program serves three vital functions: 1) to notify the general population of the existence of the direction service center with the intent of attracting client families, 2) to establish the program as a valid and valuable community resource, and 3) to make area social service and health professionals aware of the program's services, and how these services may be used to supplement their agencies' efforts.

Multiple avenues are available to achieve these objectives. However, careful consideration must be given to determine which activities will both attract clients and promote the program, but do so in such a way that the demand for services does not exceed the program's ability to serve. With this as a first priority, caution will need to be exercised as to the amount of publicity extended and the pace with which it is carried out. The following outline shows some of the key steps in reaching the outreach goals:

I. Definition of image, information to be conveyed
   ...logo selection
   ...printing needs
   ...narrative briefs, brochures

II. Specific tactics to reach audience
   ...information releases
   ...presentations
   ...radio/television
   ...print media
   ...newsletters
   ...posters

...guest appearances

...public relations firm

I. Definition of image, goals, and information to be conveyed

Before an outreach program can be effectively carried out, a program identity should be established. Three questions must be answered early in the program; who it is, what it wants to say, and how it can best say it.

One of the initial activities in the outreach effort may be to decide upon the image to be conveyed and to establish that image in a logo. The slogan and emblem would then readily be identified as the official symbol of the program and would become synonymous with the name. It will prove to be an important identification symbol in that its use on all printed materials - stationery, memos, forms, brochures, posters, etc. - contribute to the image of professionalism which it was designed to project.

In choosing or creating a logo, caution should be exercised so that no duplication is made of any existing logo or symbol which is the trademark of another organization.

The next step in publicizing the program will be to establish the overall message to be conveyed in outreach activities in the definition of the program, goals and objectives, and methods of operation. This is the information; the who, what, when, where, and why that the staff will consistently use in all written and verbal communication about the program.

Initially, a one page narrative, which briefly explains the function of the program, may be designed for immediate use in creating public

awareness. Used tentatively as a handout or letter enclosure, this product should clearly explain that additional information will soon be available, which will include more details about the program. This additional information will probably take the form of an explanatory brochure. This brochure will need to be designed so that it explains the program fully, remains current, and stands on its own in its varied uses. Once developed, it may be mailed, along with a cover letter of introduction, to all RIS agencies, schools, and other interested individuals. (See Appendix A)

II. Specific strategies used to reach the audience

Many formal methods of publicizing the program are available to direction service centers. Of these methods some may be selected for initial use while others may be retained for later use to generate clients or further promote the program.

News Releases/Print Media

News releases may be mailed to local newspapers announcing the opening of the new program or offering periodic updates on the program's activities. However, each publication appears to have its own set of unique criteria and knowledge of these characteristics will greatly enhance their usefulness. Photographs, when available, should accompany the stories.

Feature article coverage in magazines published within the area afford another possible use of printed media. Personal contact with groups, such as the area medical society or civic agencies, frequently result in an opportunity for direction services to appear in an upcoming issue of their publication.

Presentations

Large numbers of individuals will undoubtedly learn about the program through personal presentations by the staff. Visitations will probably be scheduled with various civic, professional, and parent groups to tell them about the DSC. You may wish to develop some type of standard format for use by your presenters so that continuity may be maintained among both the presenters and the material presented. (See Appendix A) Brochures and handouts may also be used at all presentations. This aspect of outreach should be considered a vital segment of your effort to reach individuals on a one-to-one basis and answer their questions about your direction services model.

Radio and Television

An additional outreach strategy certainly worthy of consideration is the use of radio and/or television spot announcements. Both media forms have been found to have specified amounts of free "public service" air time available for publicizing area services. Each is also certainly willing to sell varying amounts of spot announcement time. However, the cost of such time on television may be found to be quite prohibitive.

In considering the use of radio time for outreach purposes, a little time spent acquiring some background information may be quite rewarding. For example, which of the radio stations in the area has a listening population most likely to benefit from direction services, at what time of day is this population most likely to be tuned to these stations, what are the policies of area stations toward public service announcements, and of course, what is the cost of purchased time? It is also possible the station will be willing to commit several minutes

of public service time for each minute of purchased time. Once a decision has been made to use radio time it would be quite helpful if a well known area personality could be located who would volunteer to make the predetermined narrative tapes. These taped messages should be of varying lengths - say 10, 30, and 60 seconds each. Thus, each station would be able to work them in as varying time slots become available. Once in use, you may wish to request that the station maintain a log specifying the number of times the tape was aired, when, and at what time of day. Such data may then be used for making subsequent decisions regarding modification in your outreach priorities.

Although television time is quite costly, one may not want to rule its use out entirely. If the stations had an appropriate direction services videotape, it is quite possible they would donate some of their public service time to the center's outreach effort. In preparing such a tape, see whether or not it would be possible for a single tape to serve the interests of two or more area service providers. Cost factors would then be reduced proportionately. At this point all considerations mentioned in discussing radio spots become equally applicable for television.

There is little question that the use of these media will have a direct bearing on new client referrals. For this reason, monitor their use quite closely and make appropriate adjustments as necessary.

Newsletter

Another ongoing method of communication with area RIS agencies and health professionals is the use of scheduled publications, such as a newsletter. Therein, articles and other items of interest may be

contributed by individuals and agencies, edited and compiled by the center, and disseminated among all interested parties.

While some such publications appear destined to destruction before being read, the use of a highly visible, unique characteristic will enhance the chances of one serving its function. One example of such a characteristic would be the routine inclusion of an in-depth article about different established area service providers for handicapped children in each issue. More routine articles updating DSC activities and serving other informational purposes could then supplement the feature story, hopefully providing a broadened base for reader interest. (See Appendix A)

Posters

A rather traditional, but still effective, outreach effort involves the development and dissemination of colorful informational/descriptive posters. Placed in locations frequented by children and their parents, i.e. schools, public buildings, hospitals, buses, and service agencies, posters provide high visibility with relatively low cost. Some care does need to be taken to insure that the limited message they may carry does reflect a major priority of direction services.

Guest Appearances

If the area has local radio and/or television stations, the chances are quite good that each will have one or more programs where local or regional personalities discuss human interest topics. Contacting the broadcasting station with a request for an opportunity to be a guest on such programs affords yet another avenue for getting your direction service capabilities in front of the public.

Professional Public Relations Consultants

At some point in time consideration may be given to the employment of a full or part-time professional public relations consultant to assist with outreach strategies. This may be seen as an especially viable alternative if little or no expertise in this area is present among other personnel. While there is no question regarding the role they might play in any or all of the aforementioned topics, care does need to be exercised in selecting a consultant who does possess the skills and capabilities needed to accomplish your program goals. Many exceedingly competent public relations personnel are totally unfamiliar with agencies like a direction service center and will require a great deal of background and familiarization with the concept. However, if sufficient time and resources can be committed to the establishment of this foundation, a great deal of benefit may be derived by using such professional consultants.

As was originally stated, the goal(s) of all outreach efforts is the creation of an awareness and understanding within the target area of the service capabilities of a direction service center. While the preceding procedures are not meant to be an exhaustive list, they do represent alternative strategies which have been tried and found effective. Public awareness is an ongoing, continuous need of most service programs, and creative thinkers are encouraged to add their own ideas to those already suggested.

Step 3: Client Service

The actual procedures used in providing direction services to clients have been found to be those areas most reflective of the individual philosophy inherent in each center. In that the following client service narrative reflects the actual procedures used by the Jackson County Direction Service Center, it seems appropriate to introduce the section with a brief resumé of the beliefs of the center's staff, which are found reflected in the client services discussion.

First, the center does not consider itself a telephone referral service. In offering quality direction services, it is considered necessary for designated center staff to personally meet both the client and their family. This affords an opportunity to both observe the child and to discuss in some detail the nature or type of problem(s) the family is having as well as the help they would like to receive.

Second, because of the extensive time commitment involved in making home visits, the use of this procedure is kept to a minimum. Extenuating circumstances are certainly realized, and home visits are made when necessary. However, families are encouraged to come to the center if at all possible.

Third, direction service is not felt to be a crisis-oriented program, although every attempt is made to respond to the needs of the client as quickly as possible.

Fourth, while the direction services offered clients and their families need to mirror their unique circumstances, a concerted effort also needs to be made to include the relevant information available from

other professionals, agencies, schools, and programs. Such efforts serve to assist in avoiding unnecessary duplication of services, and in keeping lines of communication open among the various service providers themselves.

Fifth, direction service is not seen as an advocacy program or a legal representative. Where services of this nature are necessary, the families are referred to other community resources which have such capabilities as their primary purpose.

With these beliefs in mind, actual client movement through the service system appears in summary fashion in the following outlines. Each of the major activities, and examples of the forms ued in the client chart, are then explained through use of a fictitious model case.

Analysis of the client service system

1. Receive referral
    a. Telephone
    b. Walk in
2. Assignment of case
    a. Caseload
    b. Expertise
3. Arrange initial interview
4. Conduct initial interview
    a. Meet family/review history form
    b. Identify background information, problem(s), need(s)
    c. Set up goal(s) and objective(s)
    d. Sign release of information
5. Send for pertinent information
6. Conduct client staffing
    a. Discuss problem(s), goal(s), objective(s), etc.
    b. Get feedback from staff and suggestions of resources available

7. Review the situation and pertinent data
8. Identify and match resources to needs
9. Present resources to client/family
10. Procurement of services
11. Monitor client progress
12. Follow-up and evaluate

1. Receive referral

To request direction services a client/family usually initiates contact via a phone call or by coming directly to the center. A staff member is assigned "intake duty" and is responsible for receiving the client/family and completing the Initial Telephone or Walk-In Information form.

The primary objective at this time is to secure a brief statement of the problem, the suspected handicapping condition, possible service needs, and other identifying data. A brief explanation of the direction services program is then given to the family, and they are told that they will be contacted within a week, and an appointment made.

2. Assignment of case

After the initial information form has been completed, it is given to the Direction Service Coordinator who is responsible for reviewing the information on an intake form and verifying that the client is an appropriate referral. The Coordinator then logs the client's name, birth date, and date of referral in the "Client Log Book," assigns a chart number to the case, and opens a formal client chart.

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Telephone X JACKSON COUNTY DIRECTION SERVICE CENTER

Walk-In _____ INITIAL TELEPHONE OR WALK-IN INFORMATION Date 8-17-76

Informant Mrs. Bonnie Brown Rel. to Client: MTR. X FTR. ____ Guardian ____ Other ____

Father's Name Harold Brown Mother's Name _____

Client Name Kevin Brown Age 15 Birthdate 2-30-61 Sex M

Address 400 E. 70th Street City Kansas City Zip Code 64113

Phone(s) 444-9999 School District Kansas City Grade 9th

Heard about DSC from: TV ____ Radio ____ Newspaper X Broc./Poster ____ Agency _____

Friend/Relative ____ DSC Talk ____ School ____ Other ____ Explain _____

Handicap/diagnosis/problem Hydrocephalic (arrested). Brain damage in educable range.

Previous services/date/agency Denver Colorado School District.
CP Programs in Kansas City and Denver, Colorado.

Background Info Family has just moved here from Colorado. Kevin has attended special education classes in Colorado. Family now lives in Kansas City school district, and have called to enroll Kevin. Mother stated that Kevin was having "some social problems" in school last year. Also related academics are not meaningful to Kevin any longer. Mother interested in Kevin's future educational, vocational, and recreational needs.

Plan Call back within one week to set up initial interview.

Staff Member Jim Johnson Assigned to Sara Carpenter Client Number 0063

At this point the Coordinator assigns the case to one of the Resource Specialists. All assignments are made with two things in mind: 1) Resource Specialist expertise and 2) Resource Specialist caseload. If a case seems particularly complex or pertains to a specific area of expertise, it may be assigned to a Resource Specialist with particular expertise or experience in that area. However, Resource Specialists are exposed to all types of handicapped clients, and cases are also assigned according to existing active caseloads. In the JCDSC service system, two to three new cases per week seem to be the maximum one Resource Specialist can handle.

3. Arrange initial interview

Once the Resource Specialist receives a new client s/he reviews the information and clarifies any questions s/he may have about the case.

Within one week of the initial telephone or walk-in contact, the Resource Specialist recontacts the family to arrange for an initial interview and starts the narrative notations in the Client Tracking Log. An explanatory letter of confirmation is also sent to the family to further reinforce the appointment date/time and provide additional information about the center. A copy of the Client History Form usually accompanies this letter with the request that it be completed and returned to the center at the time of the initial appointment.

6-28-76
1E-04-014
Revision #2

CLIENT TRACKING LOG

Client No. 0063 Last Name Brown Page 1

Date	Contact	Phone	Information
8-20-76	Telephoned Mrs. Brown to set up initial conference. Appointment set for 8-24-76 at 2:00 p.m. I explained that I would send a letter confirming appointment and enclose a "client history information" form for her to complete and bring with her to the initial interview.		Sara Carpenter, Resource Specialist

DIRECTION SERVICE
CENTER
Finding Services for Handicapped Children

August 20, 1976

Mrs. Bonnie Brown
400 E. 70th St.
Kansas City, Mo. 64113

Dear Mrs. Brown:

This letter is to confirm the appointment for you and your child that we discussed by telephone.

Your appointment is scheduled for:

Tuesday, August 24, 1976	2:00 p.m.
Date	Time

Our offices are located on the second floor of the Mercantile Bank Building at 3640 South Noland Road in Independence, Missouri, a few blocks north of the Interstate (I-70). You may park in the rear of the building and use the elevator at that entrance to reach the office.

Enclosed is a "Client History Information" form. In order for our center to better serve you, I would appreciate your filling out the form as completely as possible. If you are not sure how to answer any questions, leave it blank. Please bring the form with you when you come for your appointment. (If a return envelope is enclosed, please mail the form back to me.)

Thank you for your time and cooperation. I am looking forward to meeting with you. If you have any other questions, please call.

Sincerely,

Sara Carpenter
Resource Specialist

SC/mlp

Enclosure

Suite 240 · Mercantile Bank Bldg · 3640 South Noland Road · Independence, Missouri 64055 · (816) 833-4415
EQUAL OPPORTUNITY Authorized by PL 91-230 REP-74-6 Contract No. OEC-0-74-7899

3-23-77
1E-04-011
Revision #6

JACKSON COUNTY DIRECTION SERVICE CENTER

CLIENT HISTORY INFORMATION

To help us serve you and your child, both now and in the future, we need the following information. If you are unsure of any area please leave it blank.

Name of person completing form *Mrs. Bonnie Brown*

Client's name *Kevin Brown* Sex *M* Age *15* Birthdate *2-30-61*

School district you live in *Kansas City* School Attending *Tree Pine* Grade *9*

Client's place of birth *Denver, Colorado* Client's Social Security #

Parent - Legal Guardian *Mrs. Bonnie Brown*

400 East 70th Street	*Kansas City*	*64113*	*444-9999*
(home address)	(city)	(zip code)	(home phone)

Occupation: mother *Cosmetics, Inc., Kansas City, Missouri* *663-9292*
(name of company and address) (business phone)

father *Telephone Company, Denver, Colorado*
(name of company and address) (business phone)

Is it all right to call mother or father at business phone? *Yes*
Are both parents living in the home? *No*
List names and ages of persons other than mother, father, and client living in the home:

Name	Age	Relationship to Client
Scott David	*18*	*Brother*
Kevin Douglas	*15*	
Alan Lee	*8*	*Brother*

Family income: Under $5,000.____ $5,000.-$10,000.____ $10,000.-$15,000.____

$15,000-$20,000.____ $20,000.-$25,000.____ over $25,000.____

Are you receiving: ADC_____ Medicaid_____ Social Security/SSI_____

Health insurance often covers needed services for children. The following information could be helpful in obtaining services for your child.

Do you have health insurance?____ If so, please list insurance company_____

Is this an individual policy or group plan?____ If group plan, thru what employer_____

Policy Number_____

What assistance would you or the client like from the Jackson County Direction Service Center?
Would like to talk about what is available for job training and outside recreational facilities.

Do any of your other children have handicaps? If so, please explain No

Client's physician or medical agency where child is treated:

(name) (address) (phone)

Client's hospital number

Developmental and Medical History

Were there any unusual conditions during pregnancy or birth of this child? Labored 36 hours.

If so, describe Kevin was born with hydrocephalus.

Approximate age of occurrence of the following developmental stages:

creeping on all four never sitting alone 1 yr. walking alone 3 feeding self 2-3

toilet trained 2 saying single words 1½-2 saying word phrases 2 yrs

List any serious illnesses, accidents, or operations the client has had:

Born hydrocephalic date 2-30-61 date

Encephalitis date 9-73 date

Is the client taking any prescribed medication? What type? Pitressin sannate

Reason Diabetes insipidus How long? 13 years

Does the client have a visual impairment? Yes To what extent?

Wear glasses? No How long? Hearing loss? No To what extent?

A physical handicap? Yes What nature? Brain damage, muscular coordination damage

List evaluations and/or treatment the client has received:

Agency	Address	Diagnosis	Date

School and Program Information

Is the client currently attending any special program. If so, please explain:

Special Education in Public Junior High

List below the schools and special programs the client has attended:

Name of Program	Address	Date Attended
Cerebral Palsy Center	Kansas City, Missouri	64-65
Cerebral Palsy Center	Denver, Colorado	66-67
Main Elementary	Denver, Colorado	73-74-75
Tree Pine Junior High		76

Has the client or parent chosen to discontinue a program? No Why? _____

Has the client ever been excluded from a program? No Why? _____

Family and Home Information

All families have problems. In your opinion do you feel that your family has:

few problems ____ average number of problems ____ many problems X

What do you feel contributes the most to your family's difficulties: Not knowing what Kevin is really capable of doing in many areas and where to help him.

Do you feel your child's behavior is acceptable in most situations? Yes

If not, comment: _____

What does your child do that makes you a proud parent? Very pleasant personality and always anxious to try to please.

What behaviors do you feel your child needs to change? Needs more incentive and gives up fairly easy.

Does your child have any favorite activities? Yes If so, describe Likes arts and crafts. Likes school.

Have you had difficulty locating special assistance and/or programs for your child? Yes

Any additional comments you would like to make Would like more information on live-in community situations (if available).

DO NOT FILL OUT THIS PART. FOR OFFICE USE ONLY.

Date _____ Interviewer Sara Carpenter

Client # 0063

4. Conduct initial interview

All client interviews are conducted in a private office setting. Depending upon the type of problem and age of the child, s/he may be asked to stay in the reception area or invited to play with the toys in the children's area. This dual capacity allows interviews to be held with specific individual members of the family or the entire family unit.

During the early part of the initial interview, the Resource Specialist reviews the completed client history information, paying particular attention to past problems and services. The family is encouraged to further supplement or clarify this information so that the Resource Specialist's understanding of the client may be as thorough as possible.

Once this understanding is attained an attempt is made to develop one or more statements reflecting mutually acceptable goals toward which family and center efforts may be directed. An example of such a goal statement appears on the following Goal Sheet.

As a part of the establishment of any goal statement(s), the Resource Specialist and family also develop a series of case objectives. These represent specified activities which either the family or the Resource Specialist agree to do by a certain date/time. Examples of some case objectives may also be found on the following Goal Sheet.

Discussion then centers on the specific steps which both the center and the family need to take relative to each of the objectives (activities). The results of this discussion are noted on the Objective Sheet.

Thus, by the end of the initial interview, the Resource Specialist has developed as thorough an understanding of the case as possible and has generated, with the family, a list of tasks (activities) and objectives which each will undertake in order to reach the identified goal(s). This degree of specificity has been found to provide families with both direction and a sense of security which many are unacustomed to. It also provides the center with a series of "yardsticks" which may be used to monitor client progress or identify possible areas of difficulty as the client progresses through the service system.

The necessary parental signatures are then obtained on all Release of Information forms and the formal interview is concluded. As a final task, the Resource Specialist enters pertinent information about the interview, in narrative form, on the Client Tracking Log.

5. Send for information

After the initial interview, letters requesting pertinent information should be sent to any agency, program, or school that have rendered services to the client in order to review what services have been given and to compare service recommendations.

At this time a letter is also sent to the public school district in which the child resides to let them know that the direction service center is involved with the child. (These letters are only sent if Release of Information forms have been signed by the responsible family member).

JACKSON COUNTY DIRECTION SERVICE CENTER

GOAL SHEET

Name Kevin Brown

Cl. No. 0063

DATE

GOAL # 1

8-24-76 1. To seek appropriate school placement and locate appropriate recreational and vocational programs.

Comp. ____ Fam ____ Not DSC ____ NA ____

OBJECTIVES

8-24-76 1. Send for past records on Kevin.

1. Comp. ____ Fam. ____ Not DSC ____ NA ____

8-24-76 2. DSC will identify possible vocational programs and options for the future by September 15, 1976.

2. Comp. ____ Fam. ____ Not DSC ____ NA ____

8-24-76 3. DSC will identify recreational resources for Kevin by September 15, 1976.

3. Comp. ____ Fam. ____ Not DSC ____ NA ____

8-24-76 4. Mrs. Brown will procure recreational services.

4. Comp. ____ Fam. ____ Not DSC ____ NA ____

1-14-77 5. DSC will identify possible summer recreation programs for Kevin by 4-15-77.

5. Comp. ____ Fam. ____ Not DSC ____ NA ____

1-14-77 6. Mrs. Brown will procure summer program.

6. Comp. ____ Fam. ____ Not DSC ____ NA ____

Total objective # ____ Comp ____ Not Fam DSC ____ NA ____

OBJECTIVE SHEET

Cl. No. _____

Obj. # 1

DSC send to Denver for school records.

DSC send to CP center, Kansas City, MO.

DSC send to CP Center, Denver.

Obj. # 2

DSC contact Voc Rehab about vocational programs available.

DSC contact KC school district about vocational programs or work-study program.

DSC will contact family about future options

Obj. # 3

DSC will contact Kansas City Parks and Recreation about programs.

DSC will contact Jackson County Parks and Recreation about programs.

DSC will contact Art Gallery about programs.

DSC will present options to family.

Obj. # 4

Mother will make appointment and procure program.

Mother will provide transportation to activities.

Goal # _____

OBJECTIVE SHEET

Cl. No. _____

Obj. # 5

DSC will investigate summer programs and camps available for Kevin.

DSC will present options to Mother.

Obj. # 6

Mother will sign up for and transport Kevin to summer program.

Obj. # _____

Obj. # _____

Goal # _____

AUTHORIZATION FOR RELEASE OF INFORMATION
to the
JACKSON COUNTY DIRECTION SERVICE CENTER
3640 South Noland Road Suite 240
Independence, Missouri 64055
(816) 833-4415

I hereby authorize for a period of *two years*
(Number of years or months)
the release of information to the Jackson County Direction Service Center where such information appears appropriate from any physician, hospital, school, clinic, agency, or institution having medical, psychological, school or social records concerning

Kevin Douglas Brown (Name of Applicant) *2-30-61* (Birthdate)

to whom I bear parental or guardianship relation.

I understand that this information will be used by the staff of the Jackson County Direction Service Center to determine what services are available to help my child.

A photographic copy of this authorization shall be as valid as the original.

SIGNATURE *Mrs. Bonnie Brown*

ADDRESS *400 East 70th Street*

PHONE NUMBER *444-9999*

DATE *August 24, 1976*

Sara Carpenter
WITNESS

DSC

AUTHORIZATION FOR RELEASE OF INFORMATION
to the
JACKSON COUNTY DIRECTION SERVICE CENTER
3640 South Noland Road Suite 240
Independence, Missouri 64055
(816) 833-4415

I hereby authorize for a period of *two years*
(Number of years or months)
the release of information to the Jackson County Direction Service Center where such information appears appropriate from any physician, hospital, school, clinic, agency, or institution having medical, psychological, school or social records concerning

Kevin Douglas Brown (Name of Applicant) *2-30-61* (Birthdate)

to whom I bear parental or guardianship relation.

I understand that this information will be used by the staff of the Jackson County Direction Service Center to determine what services are available to help my child.

A photographic copy of this authorization shall be as valid as the original.

SIGNATURE *Mrs. Bonnie Brown*

ADDRESS *400 East 70th Street*

PHONE NUMBER *444-9999*

DATE *August 24, 1976*

Sara Carpenter
WITNESS

6-28-76
1E-04-014
Revision #2

CLIENT TRACKING LOG

Client No. 0063 Last Name Brown Page 1

Date	Contact	Phone	Information
8-20-76	Telephoned Mrs. Brown to set up initial conference. Appointment set for 8-24-76 at 2:00 p.m. I explained that I would send a letter confirming appointment and enclose a "client history information" form for her to complete and bring with her to the initial interview. Sara Carpenter, Resource Specialist		
8-24-76	Mrs. Brown and Kevin were seen today for initial interview. Kevin is a rather heavy set young man. He was polite during the interview and spoke articulately when questions were directed to him. Kevin reported he was excited about starting school. He also mentioned he liked church activities and would like to get involved in a church group. He indicated he enjoyed participating in all types of craft-oriented activities. Mother reported she is pleased with Kevin's school placement, which will be in an EMR class. She has met with the Director of Special Education and Kevin will be attending Kansas City North High School at 74th and Main. This seems to be an appropriate placement. Mother stated she is concerned about Kevin's future. She realizes he is not college material but wants to consider his future concerning vocational training programs. I explained that Vocational Rehavilitation will likely not accept Kevin until he is at least 16 years old. However, there may be a vocational training program connected with the Kansas City School District. Mother also asked about social/recreational programs for Kevin. She stated that he enjoys being with people and would like him to be involved in some activities. Mother was unable to tell us her income level because she is getting a divorce (does not know what alimony or divorce payments will be). She is presently looking for a job. Mother and children are living with her family.		

CLIENT TRACKING LOG

Client No. 0063 Last Name Brown Page 2

Date	Contact	Phone	Information
8-24-76	(continued)		
	Mrs. Brown and Kevin seem to have a good relationship and a realistic outlook on the future.		
	Mrs. Brown does not have a pediatrician yet but said that her family has recommended a doctor for her to take the children to. She explained that Kevin had diabetes but that it is well controlled with medication. She indicated that she will get a doctor and will make sure Kevin does not run out of medication.		
	Mother signed releases and said it was fine to call the Kansas City School District to find out about Kevin's school program.		
	Refer to goal and objectives mutually agreed upon. Sara Carpenter, Resource Specialist		

6. Conduct client staffing

Soon after the initial interview, the Resource Specialist presents each new case to the total staff at one of the bi-weekly client staffing sessions. Such presentations include a sharing of all relevant information about the case, informal observations of the Resource Specialist, and a description of the problem(s) and/or need(s) as assessed by the family.

Input is encouraged from all staff relative to procedural ideas and possible service resources. These recommendations are then noted in the Client Tracking Log and contribute to the overall pool of information available to assist the client/family.

7. Review

At this point in the service process, the Resource Specialist reviews the case to determine if all necessary information has been obtained or at least whether or not sufficient information is at hand to proceed with the identification and matching of client needs with available service resources. If informational gaps do exist, the necessary steps or contacts are made to acquire that data.

8. Identify and match resources

Equipped with statements of acceptable goals, objectives, timelines and designations of the responsible party from the family, copies of diagnostic/educational or related data from other agencies, and the input from the other staff members during the client staffing, the Resource Specialist is now prepared to match the identified needs of the child with the appropriate services.

Consulting the agency data contained in the center's Resource Information System, the Resource Specialist begins to compile a list of possible service providers whose primary area(s) of expertise matches the need(s) of the handicapped child. While identifying these resources, the Resource Specialist attempts to maintain an objective balance between the need(s) of the child, the potential service providers, and any type of limitation(s) which could influence the families acceptance or rejection of this assistance, i.e. agency location, transportation availability, ability to purchase services, etc.

9. Present resources

In presenting the possible service alternatives to a family, the position of direction services is one of identification, clarification, and support. From this perspective one service provider is not recommended over another but rather the relative merits of each are discussed. In this fashion the center supports and enhances the family's role as the "primary case manager."

During this interview it may also become apparent that no services are available that match the needs of the child. In this event the family and the Resource Specialist may discuss immediate, but temporary possibilities, while the center continues to seek more appropriate services beyond the immediate geographic area.

10. Procurement of services

Once the family has decided upon a service agency, and after an appropriate period of time, the Resource Specialist recontacts them to make sure that an appointment was made and that the child is getting the needed service. The center also sends a letter to the selected

agency, informing them of our involvement with the child and requesting a report of the services provided. This facilitates all client follow-up procedures by insuring a current information base for the center staff.

11. Monitor client progress

Monitoring means periodically recontacting the family to make sure that they feel the identified needs are being adequately met. This usually takes place on a monthly basis for about three months after the services are provided.

In the event the family is dissatisfied or if new problems or needs arise, they are re-entered into the service system at that point which addresses the new issue. Thus, the service system attempts to match the needs of the child, both immediate and those arising over time, rather than expecting the child to fit the system.

12. Follow-up and evaluation

Once the monitoring information assures that the child's needs are being satisfactorily met, the need for monthly contact between the center and the family diminishes. At this time a follow-up schedule is developed which establishes times for subsequent phone contacts on a variable time frame of from once quarterly to once annually.

A service evaluation questionnaire is also sent to the family wherein they are asked to provide an evaluation of the direction services they received. These data are maintained by the center and become the basis for future alterations in the service system procedures.

DIRECTION SERVICE CENTER

Finding Services for Handicapped Children

REFERRAL INFORMATION

The Jackson County Direction Service Center is working with the child listed below. After counseling with the parents concerning this child's needs, they have chosen your agency for service. I hope the information below will be helpful to you in this referral.

Since I will continue to be involved with this family, please send me the results of your contact with this child to the address listed below. A release of information form is enclosed. If you have any questions or if I can be of further assistance please call.

Sincerely,

CLIENT NAME_____ AGE_____ SEX_____

ADDRESS_____ CITY_____ STATE_____ ZIP_____

BIRTHDATE_____ PHONE_____

PARENT/GUARDIAN_____

APPOINTMENT DATE AT YOUR AGENCY_____

REASONS FOR REFERRAL_____

Suite 240 · Mercantile Bank Bldg · 3640 South Noland Road · Independence, Missouri 64055 · (816) 833-4415

EQUAL OPPORTUNITY Authorized by PL 91-230, HEP-74-6 Contract No. OEC-0-74-7899

Jackson County Direction Service Center
Mercantile Bank Building
3640 South Noland Road
Independence, MO. 64055

EVALUATION QUESTIONNAIRE

Please take a few minutes to help the Jackson County Direction Service Center evaluate their program. Your comments on any of the questions will be appreciated.

1. What was the age of the primary person in your family receiving help? 0-5 yrs. _____ 11-15 yrs. _____ 6-10 yrs. _____ 16-21 yrs. _____

2. Do you feel you understand what the Jackson County Direction Service Center is designed to do? Yes _____ No _____

3. Do you feel you could have received the help you needed without the Jackson County Direction Service Center? Yes _____ No _____

4. When you came to the Direction Service Center did you come to the Main office in Independence on Noland Road.... _____
or the satellite office in Kansas City at 4615 Paseo..... _____

5. Did you have any problems finding a ride to get to the Direction Service Center in Independence, Missouri? Yes _____ No _____

a) I drove my own car. Yes _____ No _____
b) I rode with a friend or relative. Yes _____ No _____
c) I came by bus (public transportation). Yes _____ No _____
d) I came by taxi, or with an agency which provided a ride. Yes _____ No _____
e) I was unable to come for an appointment. Yes _____ No _____

6. Please check if you had any problems with the following:

a) Finding a place to park _____.
b) Finding the Direction Service Center office in the bank building _____.
c) Any physical barriers that made it difficult to get around in the building ____.
d) Using the rest room facilities _____.

If you checked a,b,c, or d above please explain the problem _____

_____

_____

_____

7. Was the staff on time for appointments with you? Yes _____ No _____

8. Were you treated courteously at the Jackson County Direction Service Center by the staff? Yes _____ No _____

9. Did you feel comfortable with the Resource Specialist who worked with you? Yes _____ No _____

10. Do you feel the Jackson County Direction Service Center was prompt in helping you find the services you needed? Yes _____ No _____

11. Would you recommend the Jackson County Direction Service Center to relatives or friends, who might have a handicapped child needing help? Yes _____ No _____

12. Do you feel you benefited from the help you received from the Jackson County Direction Service Center? Yes _____ No _____

13. Did you use the library or receive any brochures from the Jackson County Direction Service Center? Yes _____ No _____

If yes, did you find the library material or brochures helpful? Yes _____ No _____

14. How can the Jackson County Direction Service Center be of assistance to you in the future? _____

_____

_____

_____

15. Overall, would you say the Jackson County Direction Service Center was: (check one)

Very helpful _____ Helpful _____ Somewhat helpful _____ No help at all _____

Please use this space to make any other comments either positive or negative about the Jackson County Direction Service Center and how you felt about it.

_____

_____

_____

_____

_____

_____

_____

Thank you for filling out this form. Please mail it back to the Direction Service Center in the self-addressed envelope provided.

Summary

While the preceding narrative and example case are meant to reflect the steps and procedures comprising the routine operation of the client service system, it should be remembered that no client or no case is truly routine. This explanation is meant only to provide an idea of the processing of a sample case. Individual problems call for individual solutions and viable direction services must retain sufficient flexibility to meet these individual service needs.

The following few pages complete the fictitious case. It should be noted that new/modified goals and objectives were established during the period of client service. This flexibility characterizes the individual nature of direction services, thus allowing the system to be modified to fit the needs of the child rather than expecting the traditional reverse trend.

1E-04-011/015
5-12-77 Rev.

JACKSON COUNTY DIRECTION SERVICE CENTER

GOAL SHEET

Name Kevin Brown

Cl. No. 0063

DATE

GOAL #____

2-25-77 1. To seek help for Mrs. Brown in adjusting to a divorce and personal problems. Comp.____ Fam Not DSC____ NA____

OBJECTIVES

2-25-77 1. DSC will identify counseling resources for Mrs. Brown concerning divorce adjustment. 1. Comp.____ Fam.__ Not DSC__ NA____

2-25-77 2. Mrs. Brown will procure counseling. 2. Comp.____ Fam.__ Not DSC__ NA____

6-10-77 3. DSC to make follow-up contacts every three months to check progress of family. 3. Comp.____ Fam.__ Not DSC__ NA____

____ 4. 4. Comp.____ Fam.__ Not DSC__ NA____

____ 5. 5. Comp.____ Fam.__ Not DSC__ NA____

____ 6. 6. Comp.____ Fam.__ Not DSC__ NA____

Total objective #____ Comp ____ Not Fam DSC____ NA ____

OBJECTIVE SHEET

Cl. No. _____

Obj. # 5

DSC will investigate summer programs and camps available for Kevin.

DSC will present options to mother.

Obj. # 6

Mother will sign up for and transport Kevin to summer program.

Obj. # 7

DSC will identify counseling resources and parent-without-partners groups for Mrs. Brown

DSC will present alternatives to mother.

Obj. # 8

Mrs. Brown will choose a resource and obtain services.

Goal # _____

CLIENT TRACKING LOG

Client No. 0063 Last Name Brown Page 2

Date	Contact	Phone	Information
8-24-76	(continued)		
	Mrs. Brown and Kevin seem to have a good relationship and a realistic outlook on the future.		
	Mrs. Brown does not have a pediatrician yet but said that her family has recommended a doctor for her to take the children to. She explained that Kevin had diabetes but that it is well controlled with medication. She indicated that she will get a doctor and will make sure Kevin does not run out of medication.		
	Mother signed releases and said it was fine to call the Kansas City School District to find out about Kevin's school program.		
	Refer to goal and objectives mutually agreed upon. Sara Carpenter, Resource Specialist		
8-26-76	Sent requests for reports to Colorado school district and CP centers. Sara Carpenter, Resource Specialist		
8-30-76	Called Mr. Jones, counselor at Kansas City North High School. Kevin is enrolled in 9th grade special education classes. In this way Kevin will receive more basic courses this year, and next year will enter the high school vocational training program. Next year it will involve school part-time and on-the-job training the rest of the day. Also called Voc. Rehab. counselor who said VR would not get involved with Kevin until he was out of public school or 18 years of age. Sara Carpenter, Resource Specialist		
8-31-76	Mrs. Brown called and cancelled appointment of 9-1-76. Conference rescheduled September 3, 1976 at 10:30 p.m. Sara Carpenter, Resource Specialist		
8-31-76	Client staff meeting held today. All resource specialists, coordinator, and director in attendance. Staff agree with plans, goals, and objectives set up but did offer two additional recreational resources for Kevin. These were: the Northtown branch		

CLIENT TRACKING LOG

Client No. 0063 Last Name Brown Page 3

Date	Contact	Phone	Information
8-31-76	(continued)		
	of the YMCA and the Truman Recreation Center for the Handicapped.		
	Sara Carpenter, Resource Specialist		
9-3-76	Mrs. Brown came for second conference. I presented the information from Mr. Jones and Vocational Rehab. Mother seemed pleased to find out Kevin will be getting on-the-job training through the public school. I also mentioned that Voc. Rehab services would be available after school program was over.		
	I presented various agencies for social/recreational activities. Mother expressed pleasure with the alternatives. I suggested Kevin start using public transportation to get to some of the activities. Mother was unsure about this but after some discussion I suggested the People's Advocacy Program as a possibility for pairing Kevin with a volunteer who could help teach him life skills. Mother took a brochure on the program and application blank. Mrs. Brown also would like some information in the future on living arrangements for Kevin. This is for future planning only.		
	Sara Carpenter, Resource Specialist		
10-3-76	Attempted to call Mrs. Brown but no answer. Sara Carpenter, Resource Specialist		
10-10-76	Attempted to call Mrs. Brown, no answer. Will try calling her in the evening.		
	Sara Carpenter, Resource Specialist		
11-1-76	Called Mrs. Brown. She has begun working and can be reached at 831-5432.		
	Mrs. Brown stated Kevin has been so busy with school that she has not yet put him in a special recreation program. School has had mixers, sports, and next week bowling begins. Mrs. Brown seems very pleased with Kevin's progress and social adjustment. Mother and children still living with Mother's parents but she hopes to have an apartment soon.		

CLIENT TRACKING LOG

Client No. 0063 Last Name Brown Page 4

Date	Contact	Phone	Information
12-3-76	Called Mrs. Brown. She said Kevin is continuing to progress educationally and socially in school. However, the family is having financial difficulty due to the father not sending child support payments. I told mother I could investigate what action she might be able to take in the matter which she said she would greatly appreciate. I will call mother back with information. Sara Carpenter, Resource Specialist		
12-6-76	Called Mrs. Brown and gave her information concerning Jackson County Prosecutor's Office program for mothers that are not receiving child support from the father. Mrs. Brown said she had called her lawyer in Colorado after our previous conversation. The lawyer contacted Mr. Brown who is sending a check. Mrs. Brown said he is still one check behind, but he agreed to catch up in the next week. Mother kept our information for future use. Sara Carpenter, Resource Specialist		
1-14-77	Call to Mrs. Brown. Kevin continues to make good progress. She did ask about summer recreation programs for Kevin. I will identify summer programs, hopefully, by April when information is gathered on what programs will be available.		
2-25-77	Call from Mrs. Brown. She and her children will be moving to Grandview School District. I suggested she call the Director of Special Education about a special program. I also mentioned that all records that we have accumulated on Kevin could be sent to the Director of Special Education. She said she would like us to send it. Mrs. Brown went on to say that she feels she needs counseling for herself. She is having trouble adjusting to her divorce and other personal problems. I agreed to give her some resources to seek help for these problems. Sara Carpenter, Resource Specialist		
3-31-77	Called Mrs. Brown. She will move to new residence May 1 but children will finish out the year at Kansas City district. She has contacted new school district and		

CLIENT TRACKING LOG

Client No. 0063 Last Name Brown Page 5

Date	Contact	Phone	Information
3-31-77	(continued)		
	everything seems satisfactory about Kevin's placement in appropriate special program.		
	Mrs. Brown stated she went to Northland Counseling Program and is in a divorce		
	adjustment group. So far she likes it but has been to only one session.		
	Sara Carpenter, Resource Specialist		
4-27-77	Called Mrs. Brown. I gave her information on Special Olympics, a summer camp and		
	some of the programs from last year that offer summer programs. She seemed happy to		
	know there were programs available for summer.		
	Mrs. Brown stated that she has been adjusting to her problems better and feels		
	Kevin is getting along fine. Overall, she does not feel she needs anything else		
	at this time although I told her to call me if any problems arise in the future. I		
	explained to Mrs. Brown I would place Kevin's case in the follow-up phase of our		
	program and that I would contact her every three months to check progress. Also		
	that I would be mailing a questionnaire to her to fill out to evaluate our program.		
	Sara Carpenter, Resource Specialist		

Step 4: Accountability

The development of an accountability system is basically the establishment of some type of systematic, objective, and usually quantifiable procedure(s) for retaining data which will allow the staff to determine whether or not direction services are doing what they set out to do. Such data, by themselves, do not speak to the relative "goodness" or "badness" of what is done, but rather support the fact that pre-set goals and objectives were fulfilled in the manner specified and at a certain expenditure level in terms of time and money.

Accountability data, then, become a resource for sound decision making with regard to both the effectiveness of current activities and the need for any procedural modifications to enhance the future provision of direction services. Thus, prior to the implementation of any accountability system, a determination must be made as to what data will support and facilitate this decision-making capability.

One further consideration in the establishment of accountability procedures is the identification of the audience(s) or group(s) to whom one is to be accountable. Because of their differing perspectives, different groups may require the collection and reporting of differing types of data. By their very nature, demonstrations of direction service speak to at least four significantly divergent groups; the Bureau of Education for the Handicapped, the subcontracting or sponsoring agency, the consumer, and the staff.

The sample forms included in Appendix B reflect the type of accountability data retained by the Jackson County Direction Service and the general format used for its storage and retrieval.

From this context it is impossible to totally separate the nature or type of accountability system developed and the nature of data collected from the overall planning and organizational structure of the center. Some types of management models, such as the Management By Objectives (MBO) system, appear to facilitate project accountability. With pre-established goals, objectives, and tasks, each containing estimates of both time and money necessary for their completion, a good deal of the accountability data naturally falls out during day-to-day operation. Supplementing these data with additional factors, i.e. client characteristics, demographic data, fiscal accounting, etc., provides a broad base from which to respond to the various population constituencies.

As was seen in the sample forms in Appendix B, the JCDSC is organized in an MBO format. Consequently, the reporting of staff time and related cost factors is done by pre-established objectives and tasks. These data, supplemented by the other information identified on the remaining forms, have been found to provide a most satisfactory base for both reporting and decision making purposes.

Step 5: Administration

While it is recognized that there are innumerable components that could collectively comprise "administration," the following are felt to represent some of the primary areas of initial significance in developing a new program of direction services. Thus, this discussion is not intended to be inclusive, but rather an exploration of some of the more significant administrative arenas.

A. Staffing

The most vital element in establishing quality direction services is the personnel. Regardless of how large the staff may be, current models have from three to twenty staff members, the skill and professional characteristics they demonstrate will be the single most decisive factor in establishing a viable, productive service agency.

Since direction service is a relatively new concept, it is imperative all staff be thoroughly familiar with both the real and philosophical foundations upon which it rests and the specific responsibilities their position maintains in its overall implementation. This is especially true of the administrative staff. Ideally, this position(s) will be the first to be filled. This then places the director in a position to organize and implement an ongoing series of staff development activities which can serve as a vehicle for disseminating information to the rest of the staff. Naturally, area specific personnel policies and procedures, unique to each location and subcontracting agency, will also be a part of such an orientation process.

In attempting to identify those characteristics felt representative of direction service staff, there are few, if any, guidelines available.

Among the existing demonstrations, the following represent personal and professional attributes which appear to be correlated with positive staff performance.

- A sincere desire, and demonstrated capability, to work with handicapped children and their parents in a one-to-one circumstance.
- The ability to establish and maintain positive professional relationships with other service providers.
- Interpersonal skills in working as a "team member" in service delivery.
- Capable of self-direction in a frequently unstructured environment
- Capable of formulating a single, meaningful procedure from many bits and pieces of information.
- Possess a high frustration tolerance for unplanned, unexpected, and frequently conflicting behavior(s).

The original Rand reports also strongly urged the use of a multi-disciplinary staff, representing a wide array of professional experiences and backgrounds. Experience to date has indicated, to the extent possible, this is an extremely desirable staffing pattern.

A frequently overlooked source of supplemental support to the professional staff is found in the clerical staff. These personnel bring their own resources, information, and experiences which may serve as a welcome addition to specific problem areas. Positive feelings of mutual "ownership" in the center can be greatly enhanced by actively involving these staff members in the orientation to, and implementation of, the program.

B. Planning - Reporting - Monitoring - Evaluating

The organization of the model demonstration which served as the source of data for this handbook is a Management By Objective (MBO) system. This is basically a planning-reporting system which requires the staff identify service goals and those objectives and tasks that,

when completed, lead to attainment of those goals. In reverse order, this means that the completion of specific, pre-specified and identified tasks fulfills each objective. Fulfillment of each objective leads to the ultimate attainment of each goal. Once all goals are achieved, the purpose(s) of the project, provision of direction services, are being met.

Operationally, the establishment of a model demonstration of direction services, regardless of its location, contains at least the following four goals:

1. To develop and maintain public/professional awareness and cooperation.
2. To develop and implement model direction services.
3. To establish and implement a documentation system which will evaluate the effectiveness of the demonstration model.
4. To develop and implement a management plan for the provision of direction services.

Working with these goal statements as "givens," the staff have only to develop a series of objectives and tasks, each accompanied by projected timelines and cost factors.

The activities taking place within this planning system, documented by the accountability data discussed earlier, are then summarized in a quarterly report. This quarterly reporting serves both an information and monitoring function. The report, disseminated to the sponsoring agency and other interested parties, keeps them informed as to both the nature and the extent of the direction service activities. Comparing these quarterly summaries with the original statements of the program's objectives allows for continual monitoring of all facets of the center's workscope. At any given point in time the administration

is able to tell what is occurring and the relationship between these activities and the pre-established goals of direction services.

Evaluation, the determination of whether or not stated objectives were met within designated parameters and with the proposed effect, occurs as a natural component of this reporting/monitoring sequence. This is possible because the initial development of the objectives contained not only the projected activities but also the time and cost estimates associated with them. As progress is made toward meeting these objectives, observers are able to determine whether or not the work is being done in the desired fashion and with the anticipated results.

C. Policies and procedures

To facilitate a group of employees working together with the common purpose of assisting handicapped children to obtain appropriate services, the development of certain policies and procedures is necessary. Such a document assists all staff members in understanding their respective role, function, and responsibility to the total program. From an operational perspective these policy and procedural statements reflect "givens" and need to be understood, accepted, and followed by all personnel.

Generally, a policy and procedure manual defines the characteristics of a target population, identifies various legal aspects of the center's involvement with individual clients, and offers explanation and/or guidelines regarding how certain responsibilities should be carried out. Since new sections may be added to the manual from time to time it can never be considered finished. However, the following areas are representative of those typically included:

- procedure for scheduling public presentations
- policy on photographing clients
- specification of handicapping conditions served by direction services
- telephone procedures
- procedure for receiving referrals
- policy assuring legal permission to work with a family
- forms and records documenting services
- procedures for storage and review of client charts
- confidentiality assurances
- procedures for release of client data to other agencies and/or the client/family
- staff meeting policies
- procedures for requesting time off

D. Advisory committee

In maintaining quality direction services, it is essential that the staff and program remain as responsive as possible to the needs of the area's various consumer groups. For this to happen open, two-way lines of communication must be established through the use of an advisory committee.

It is important to note that this is usually not a policy making body. Its more customary purpose is to provide a broad based source of community input from lay and professional citizens. At the same time the meetings of the committee afford the administration a possible sounding board for proposed program modifications and/or a source of information dissemination to the community.

Although the specific procedural and organizational characteristics of each committee will reflect the unique structure of each demonstration

site, the sample by-laws found in Appendix C have been successfully used, with minor modification, with three such committees in three totally divergent environments. The reader is encouraged to use any or all of these components that may prove helpful.

E. Impact assessment

In assessing the degree or extent of the impact of direction services, one is basically looking for "change in interstate, state, regional and/or local capabilities as a result of program activity, and which are measurable, in terms of quality, quantity, or endurance." These data stand in contrast to the accountability data discussed earlier. The latter (accountability) demonstrates to what degree you did what you said you would do, while the former (impact) describes the secondary or "ripple" effects which were not expected or pre-planned but still constitute change in the broader social system.

Both kinds of data are useful and necessary, but while accountability data demonstrate fulfillment of a commitment, impact data are more elusive. For example, a parenting skills training workshop for parents of handicapped children would be expected to increase those parents capability in the home, and thus, the knowledge they retained and the skills they used are accountability data. They show that one did what one said s/he would do. However, it was not planned that one of those parents would recommend the training to a parent in another area, who talked to her school superintendent about it, who subsequently contacted the center about conducting the same workshop for parents of his district. This request constitutes reportable impact data since it a) infers change, and b) could not be expected to occur as a consequence of the original workshop.

From a slightly different perspective, impact data allow the completion of the following statement.

> "As a result of the expenditure of $$$$ and XXXX (time) in resources and the fulfillment of all pre-established goals and objectives, the broad social system of the target area has been changed in the following ways."

Because of the unique organizational structure and operational characteristics of each direction service demonstration, there is no one model of impact assessment that applies across all sites. Each center is, therefore, charged with the responsibility of developing its own set of impact data, utilizing those techniques found responsive to activities within its workscope.

Step 6: Community/State relations

The developers of direction service demonstrations must keep in mind the fact that they are going to be constantly involved with other community and state agencies, which also provide services to handicapped children and their families. Initially, a new center will probably know little about these agencies and/or the services they provide. Therefore, it is imperative that as early as possible every effort be made to insure community and state agencies are well informed of the purpose and goals of direction service. This information also needs to contain clear and explicit statements elaborating upon the supplemental nature of direction services and outlining how direction services may interact with them to provide needed services to handicapped children.

Perhaps one of the oldest, but still one of the better, ways to insure the nature and extent of this information-sharing is to meet individually and/or collectively with the administration of as many of the community/state agencies as possible. This has been found to be especially true of those agencies within the immediate geographic area. It is certainly true for all school districts or educational programs whose students may be served by the program.

At these times use could be made of materials and procedures discussed in the Outreach section of this handbook as well as capitalizing upon the opportunities afforded through personal contact. In either or both instances, emphasis needs to be placed on what direction services can do to further enhance their service delivery capabilities rather than upon what is needed from them. Efforts made to insure

that direction services do not overlap or conflict with current services being provided by other agencies' programs may also be reinforced at this time. Although the Rand Corporation research found no agency whose primary function was the provision of direction, many "turfdoms" do exist, and care does need to be taken.

It is also recommended that specific attention be paid to all state agencies that have handicapped children as their primary focal point. For example, contact with the Special Education Section of the State Department of Public Instruction may prove reciprocally helpful as both their efforts and the efforts of the direction services' staff become collectively directed toward meeting the identified needs of handicapped children.

This arena of community/state relations also provides one of the most difficult problems faced by a new center. This occurs when the direction service staff begin to feel they are being caught between a parent who is dissatisfied with the current services, received in the community/state, and the community/state agency(ies), who are trying to provide that service. Since the direction service staff meet with individual parents and listen to their expressions of concern, frustration, and anger about what they feel to be poor or inadequate services, it is quite easy for those staff members to become disillusioned with the services being provided. An awareness of all of the aspects of any given problem, created and maintained through open and functional lines of communication and information exchange, appears to be the most effective way of neutralizing these feelings. The provision of appropriate direction service carries an inherent charge to continually assist parents, community, and state agencies to work together in

improving the services being provided. It is only through the appropriate and adequate utilization of all service providers that the handicapped child gleans the maximum benefits of the services provided by any one agency.

APPENDICES

APPENDIX A

SAMPLE OUTREACH MATERIALS

JACKSON COUNTY DIRECTION SERVICE CENTER
3640 South Noland Road
Mercantile Bank Building - Suite 240
Independence, Missouri 64055
(816) 833-4415

JACKSON COUNTY DIRECTION SERVICE CENTER (JCDSC) IS A NEWLY ESTABLISHED SERVICE FOR HANDICAPPED CHILDREN (0-21 years) AND THEIR FAMILIES IN JACKSON COUNTY, MISSOURI, WHO NEED HELP IN FINDING APPROPRIATE SERVICES TO MEET THE CHILD'S NEEDS (DIRECTION). AT THE CENTER, THE NEEDS OF THE HANDICAPPED CHILD ARE MATCHED WITH AGENCIES THAT PROVIDE SERVICES TO MEET THOSE NEEDS, IN ORDER THAT AVAILABLE SERVICES CAN BE OBTAINED. AS A MAJOR RESPONSIBILITY, THE DIRECTION SERVICE CENTER FOLLOWS THE PROGRESS OF THE CHILD AND FAMILY AS THEY RECEIVE SERVICES AND CONDUCTS A SEARCH FOR ADDITIONAL SERVICES AS THE CHILD GROWS AND AS NEEDS CHANGE.

The Center has been developed and coordinated for all residents of Jackson County, Missouri by the Independence, Missouri Public School System. It is sub-contracted through the Midwest Regional Resource Center, Des Moines, Iowa and is authorized and funded by The Bureau of Education for the Handicapped.

The Center will begin receiving clients on August 2, 1976.

A brochure which further explains the program in detail is soon to be completed.

For further information contact:

Mrs. Michelle Tuccillo Smith
Director of Information
Jackson County Direction Service Center
(816) 833-4415

How did the Direction Service Center come about?

The Direction Center concept was developed after several years of research conducted by the Rand Corporation for The Bureau of Education for the Handicapped. These studies revealed that among the multitude of federal, state, local, and private services available to over 9 million handicapped children in this country, no agency was found whose primary purpose was to provide direction. The studies emphasized the frustration experienced by parents and families of handicapped children as they sought services for their child.

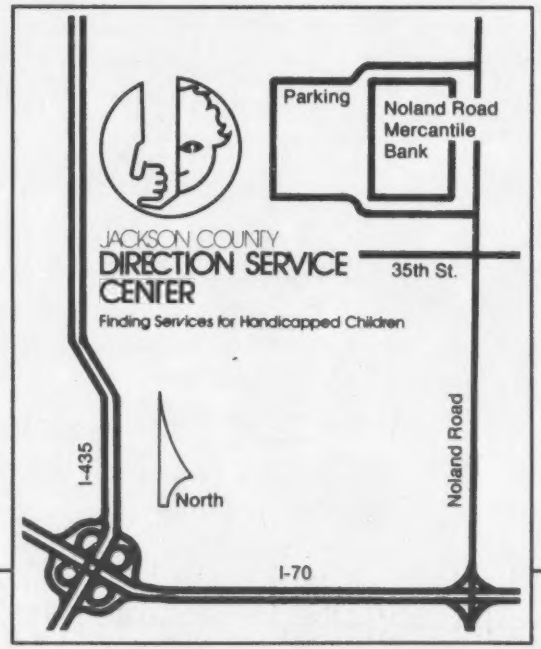
With these problems as a major concern, The Bureau of Education for the Handicapped authorized and funded the creation of The Jackson County Direction Service Center, which is one of 13 such direction centers in the United States. The Independence Public School District received the contract from The Midwest Regional Resource Center in Des Moines, Iowa to develop and establish the Direction Service Center at the local level, making it available to over 22,000 handicapped children who are residents of Jackson County, Missouri.

The Jackson County Direction Service Center identifies those services available for handicapped children and works with children, families, school districts, and community groups and agencies to secure the appropriate matching of a handicapped child's needs with available community resources.

If you would like further information about The Jackson County Direction Service Center, please contact:

JACKSON COUNTY
DIRECTION SERVICE CENTER
3640 South Noland Road Suite 240
Independence, Missouri 64055
(816) 833-4415

Jackson County Direction Service Center, conveniently located in Independence, Missouri, 15 minutes east of downtown Kansas City, is easily accessible from all major freeways. Take the Noland Road exit off of I-70 and go north on Noland Road to the Mercantile Bank. There is ample free parking surrounding the bank building; however, JCDSC offices are accessible through the west entrance, behind the bank.



JACKSON COUNTY
DIRECTION SERVICE CENTER

Finding Services for Handicapped Children

What is the Jackson County Direction Service Center?

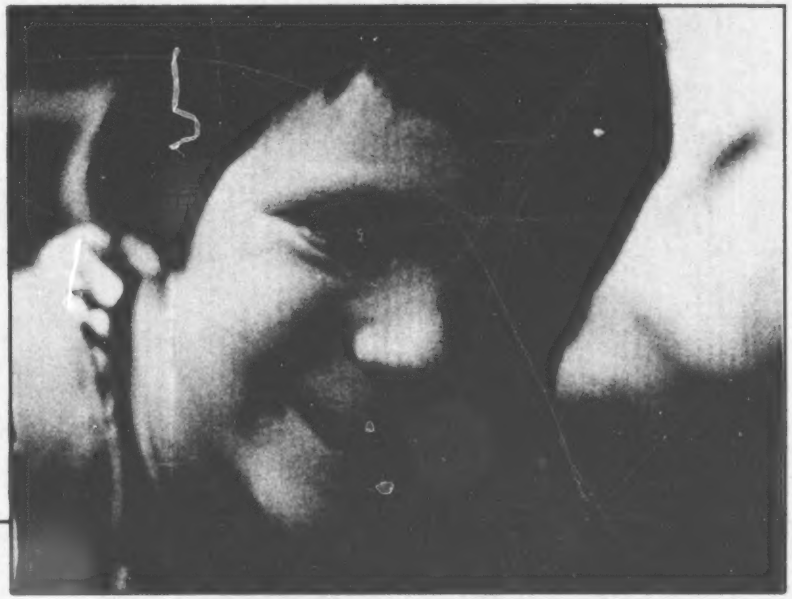
The Jackson County Direction Service Center (JCDSC) is a service for handicapped children and their families who need help in finding appropriate services to meet the child's needs (DIRECTION). At the Center, the needs of the handicapped child are matched with agencies that provide services to meet those needs, in order that available services can be obtained. As a major responsibility, the Direction Service Center follows the progress of the child and family as they receive services and conducts a search for additional services as the child grows and as needs change.

Who does the JCDSC serve?

The JCDSC serves *all* handicapped children and youth in Jackson County, Missouri, ranging in age from birth to 21 years.

Is there a fee?

There are no fees for services provided by The JCDSC, which is funded through a sub-contract between The Midwest Regional Resource Center in Des Moines, Iowa and The Independence, Missouri Public School System, utilizing funds provided by The Bureau of Education for the Handicapped. The JCDSC will assist families, where desirable, in seeking financial aid to procure the services of referred agencies.



Who is eligible to receive services?

The JCDSC serves any child with a handicapping condition that is recognized by the Bureau of Education for the Handicapped: multiple and severely handicapped, mentally retarded, learning disabled, emotionally disturbed, orthopedically handicapped, deaf, deaf and blind, and impairments of speech, hearing, vision or health.

How does the Center provide direction?

Clients or families of handicapped children may telephone the Direction Service Center to make an appointment to visit with one of the Center's resource specialists. These specialists, who are trained professionals experienced in working with handicapped children, will consult with the family about their concerns and discuss ways in which the Center can help them.

Thorough and accurate information, obtained to assist the staff in determining the best possible mix of services to suit the individual's needs, is maintained by the Center in total confidentiality. The Direction Service Center then works with the family in procuring services, and later in reviewing the child's progress and in seeking additional services (diagnostic, treatment, educational, vocational, social and recreational) when needed.

JACKSON COUNTY
DIRECTION SERVICE
CENTER
Finding Services for Handicapped Children

PUBLIC AWARENESS COMPONENT

GROUP PRESENTATION FORMAT

Overview

The following information package has been designed to assist Direction Service Center staff members when addressing community and professional groups, as part of the Center's Public Awareness Component. This packet should be studied carefully, so that each staff member feels comfortable in delivering group presentations and is familiar with important facts which need to be conveyed in a limited amount of time. Because the Center staff represents diverse backgrounds and interests, it was felt that the establishment of a common frame of reference was highly desirable.

In delivering group presentations, the packet serves as a format guide, which can be used alone or in conjunction with a slide, overhead, display or film presentation (as it is used here). As an information source, segments of the package (Part II) can be distributed to groups and individuals who want specific details about the program, without scheduling a formal presentation.

Included are suggestions for scheduling, planning, presenting, and evaluating each Awareness Presentation. This outline can easily be altered to meet special time requirements or limits, and personal preference of each group or presenting staff member.

PROCEDURES

Scheduling

All calls or requests for presentations will be directed to the Information Officer, who will make necessary arrangements to schedule and place events on the Center calendar. "Request for Presentation" forms will be completed for each by the Information Officer and will be maintained in a reference file. Presentations will be scheduled for day or early evening meetings, unless unusual circumstances warrant otherwise.

Planning

Once the date and time of the presentation is secured, the Information Officer will make the assignment to staff members. Assignment to staff members will be based on availability of that person in regard to time and transportation required, as well as considerations of staff members' interests or expertise as it applies to each group. One staff member will conduct the program and one additional staff member will assist. The type of presentation - film, discussion, display, etc. - will be determined at the time of scheduling, and will be designed to meet the needs of each specific group.

Presenting

Each presentation will meet the time specifications allowed by the group; however, the minimum amount of time to present will be 15 minutes. When using the Direction Service Film, at least 45 minutes should be requested.

Although the attached format can be followed rather closely, each presentation will be geared to the interests of each group.

Evaluating

Evaluation of the presentation is a requirement and will be the responsibility of the staff member delivering the presentation. Important facts must be documented on the "Presentation Evaluation" form and returned to the Information Officer upon completion for placement in the reference file. Evaluation is considered the most vital step in this aspect of the Public Awareness Component.

SUGGESTED AWARENESS PRESENTATION FORMAT

I. Introduction

Your introductory remarks are your first contact with the group. Be warm, friendly, and professional. These remarks can be relatively short. If your host has not introduced you, simply introduce yourself, as well as other Direction Service Center members present. Express thanks to the group for allowing you to tell them about our program during their meeting time.

In your introduction, remember to state the entire name of The Jackson County Direction Service Center. Avoid using abbreviations.

II. Presentation - General Information

Remember to cover the following points in your discussion:

1. Name — Jackson County Direction Service Center
   Address — 3640 South Noland Road Suite 240
   Office Hours — Mercantile Bank Building
   Independence, Missouri 64055
   8:00 - 4:30 Monday through Friday
   833-4415

2. Services offered

   How offered

3. Reason for Development of Direction Center

4. Development of Direction Center

5. Those eligible for services

Each year, thousands of parents (use specific data for each region or group) discover that their child is handicapped. With that discovery, begins the long, sometimes lifetime struggle to find services which can help their child reach their potential. Families of handicapped children need to be directed to those services available to help their child now, and as he grows and his needs change.

Jackson County Direction Service Center is designed to serve the family's need for direction. The Center, which is centrally located in Jackson County, in Independence, Missouri, serves all children from birth to 21 years of age who are residents of Jackson County, Missouri and whose handicaps are recognized by The Bureau of Education for the Handicapped. Any client who is multiple or severely handicapped, mentally retarded, learning disabled, emotionally disturbed, orthopedically handicapped, deaf, deaf and blind, or who has impairments of speech, hearing, vision, or health, can receive services. There are no fees for services provided at the Center.

Clients or families of handicapped children may telephone the Direction Service Center to make an appointment to visit with one of the Center's resource specialists. These specialists, who are trained professionals experienced in working with handicapped children, will consult with the family about their concerns and discuss ways in which the Center can help them.

Thorough and accurate information, obtained to assist the staff in determining the best possible mix of services to suit the individual's needs, is maintained by the Center in total confidentiality. The Direction Service Center then works with the family in procuring services, and later in reviewing the child's progress and in seeking additional services (diagnostic, treatment, medical, educational, vocational, social and recreational) when needed.

The Direction Center concept was developed after several years of research conducted by the Rand Corporation for The Bureau of Education for the Handicapped. These studies revealed that among the multitude of federal, state, local and private services available to over 9 million handicapped children in this country, no agency was found whose primary purpose was to provide direction. The studies emphasized the frustration experienced by parents and families of handicapped children and they sought services for their child.

With these problems as a major concern, The Bureau of Education for the Handicapped authorized and funded the creation of The Jackson County Direction Service Center, which is one of 13 such direction centers in the United States. The Independence Public School District received the contract from The Midwest Regional Resource Center in Des Moines, Iowa to develop and establish the Direction Service Center at the local level, making it available to over 22,000 handicapped children who are residents of Jackson County, Missouri.

Jackson County Direction Service Center
3640 South Noland Road Suite 240
Mercantile Bank Building
Independence, Missouri 64055
8:00 - 4:30 Monday through Friday
833-4415

III. Introduction of the Direction Service Film (if applicable)

(The Direction Service Film has, to date, been used in various group presentations and has been received most favorably by parent and non-professional groups. For that reason, this film will be considered for presentation only if time allows for a complete discussion of our program at the conclusion of the film.)

The film you are about to see explains further the Direction Center concept. as it has developed in one established program for handicapped children. The film tells the story of a group of parents who saw the need to develop services for handicapped children and who organized to form the Golden Gate Regional Center in San Francisco. It should be kept in mind that the Golden Gate Regional Center differs from the Jackson County Direction Service Center in that medical diagnosis and treatment are not offered as part of the JCDSC program. However, JCDSC will direct families to such services, if needed.

"What do we do now?" was created and produced by The Russell Sage Foundation in New York City for possible presentation on national television later this year. I'm sure you'll agree that this is an interesting and thought-provoking film.

IV. Questions from the Audience

At the conclusion of the film, reiterate the fact that the film explains the direction service concept, and although JCDSC differs from The Golden Gate Regional Center in some ways, both programs emphasize the need to direct families to services.

Request questions from the group, and answer to the best of your ability. Remember to:

1. Rely on facts, not opinions.

2. If you can't answer - say so, but tell them you will find the answer. Get their name and number after the meeting.

3. Call on other DSC staff members present to reply, when appropriate.

4. Steer away from individual case problems - don't use group time to solve specific problems. Ask the person to see you after the meeting.

5. Don't express a political point of view - remember you represent JCDSC and cannot take a stand on issues publicly.

Quasar

VOL. 1, NO. 4 JACKSON COUNTY DIRECTION SERVICE CENTER AUGUST 1977

Deaf/Blind Programs Serve Area Children

The sense of touch becomes vital as the deaf/blind child learns simple puzzle games through the work of his hands and mind.

For the child who cannot see or hear, daily living can be frightening, confusing, and lonely. Very special services are needed to promote the development of the deaf and blind child and help that child cope with his handicap. Through a cooperative effort of the Missouri Department of Mental Health and the State Department of Education, Missouri Deaf/Blind Services has been created to provide special programs for these children located throughout the state.

Two such programs which serve children in Jackson County, Missouri and surrounding areas are the Kansas City Deaf/Blind Program of the Kansas City Missouri Public Schools and the Blue Springs Deaf/Blind Center of the Blue Springs Public Schools. Both programs operate daily, September through July and serve children from birth to 16 years of age. The Kansas City Program, housed within Carlisle Elementary School in Independence, Missouri has a current enrollment of eight children. Located in the Blue Springs School Administration Building, the Blue Springs program has an enrollment of 10 children, with a waiting list of 10 additional students who will be admitted as soon as facilities are expanded.

Children enrolled in Deaf/Blind Services must have hearing and vision losses (always both) severe enough that they could not be appropriately served in another program. The children must be resi-

(Continued on page 3)

Referral Service Provides Assistance, Direction

The Metropolitan Information and Referral Center (MIRC), located at the Union Station in Kansas City, Missouri, provides a valuable community service to several Missouri and Kansas counties. An integrated part of the Voluntary Action Center, MIRC provides comprehensive information and referral for individuals and agencies to appropriate health, welfare, education, employment, and recreation services. The center provides a current and updated listing of 3,000 registered resources, specialized resource directories, resource data and statistics, and training for community personnel on community resources.

Nearly 1½ million residents populate the area served by MIRC, a region composed of Missouri counties Cass, Clay, Platte, Ray and Jackson and Kansas counties Wyandotte, Johnson, and Leavenworth. Located within the MIRC offices, Project Info provides similar information and referral services for older adults in Cass, Clay, Platte, Ray and Jackson counties in Missouri.

According to Martha Lawrence, Coordinator of the Metropolitan Information and Referral Center, MIRC is only one of several local agencies which provides information and referral services. She notes that, because it is the oldest and most comprehensive of the referral agencies it can make referrals to other, more specialized referral agencies.

For many years the Metropolitan Information and Referral Center and the Voluntary Action Center have printed and distributed the "Where to Turn" directory, a comprehensive resource directory of over 500 service agencies in a 7-county, bi-state area. See details in this issue on how to obtain the newest edition.

Direction Service Center Update

One year ago on August 2nd, the Jackson County Direction Service Center opened its doors to handicapped children in Jackson County, Missouri and has, since that time, directed over 400 handicapped children and their families to appropriate services. A free, federally funded program available to handicapped children from birth to 21 years of age, the Jackson County Direction Service Center has been well received by the community and area agencies serving the handicapped. The steady rise in client numbers has clearly demonstrated the demand for an agency of this type which helps parents locate the most appropriate services to meet their handicapped child's needs.

With offices located at 3640 S. Noland Road in Independence, Missouri, the Direction Service Center assists residents throughout Jackson County. To more easily assist clients who live in the inner-city area, the Jackson County Direction Service Center has established a satellite interviewing office within the Jackson County Service Center West building at 4615 Paseo, in Kansas City, Missouri.

Currently, the Direction Service Center is in the process of revising and updating its resource information files, which contain specific data on area agencies and their services. AGENCIES WITH CHANGES IN LOCATION, PROGRAM FORMAT, OR SERVICES ARE ASKED TO NOTIFY THE DIRECTION SERVICE CENTER OF THESE CORRECTIONS. The Direction Service Center makes every effort to maintain and provide accurate and current information on all programs which offer services to handicapped children and young adults. Calls should be directed to Tom Steck at the Direction Service Center, 833-4415.

"Concern Counts" Efforts Underway

An innovative, project called CONCERN COUNTS has been launched by the Kansas City Association for Mental Health (a United Way agency), in cooperation with mental health centers, associations and agencies in a six county area. It is viewed by some to be the beginning of a National Mental Health movement.

CONCERN COUNTS is a five year comprehensive metropolitan-wide campaign to create the process whereby the entire community looks at and deals with emotional concerns. Its premise is that until we seriously consider the personal, emotional and psychological factors behind such problems as aging, accidents, drug abuse, crime, suicide, violence, or child abuse, we will not have adequate ways of dealing with the tensions, stress, and growing unrest of modern society.

For further information about CONCERN COUNTS call 561-6675.

Volunteers Needed

Volunteers are needed to assist the Jackson County Direction Service Center in many activities at the Center. Interested individuals are asked to contact Michelle Tuccillo Smith at 833-4415 for further information.

The Jackson County Direction Service Center is a free program available to all handicapped children, 0-21 years of age, who are residents of Jackson County, Missouri. The Direction Service Center works with parents who need help in finding programs or services for their handicapped child. Located at 3640 S. Noland Road in Independence, the JCDSC is a federally funded program of the Independence, Missouri Public Schools.

For further information or brochures on how the Direction Service Center can help you, contact Michelle Tuccillo Smith at 833-4415.

After experiencing the sensation of rice poured over bare legs and arms, it's time to get dressed and learn to put on clothes and shoes.

(Continued from page 1)

dents of the sponsoring school districts or surrounding areas within the state. Most of the children in the programs have multiple handicaps and anomalies resulting from disease or trauma either during gestation or shortly after birth.

Designed to help each child function with some degree of normalcy and independence, the deaf/blind programs are individualized to meet each child's needs. Total observation and assessment of the child's skills and abilities are first necessary so that a prescriptive program can be written for the child.

Using the total-child approach, the staff stresses every facet of the child's development through stimulation of auditory, visual, cognitive, motor, social/emotional, and self-help skills. Staff members with expertise in these areas try to meet with all of the children each day so that equal emphasis is placed on each skill area. To better assist children with special problems, the class is divided into two groups: ambulatory children who have self-help skills and non-ambulatory children with limited self-help skills.

Mothers of children in the Blue Springs Deaf/Blind program meet weekly to share experiences revolving around their handicapped children.

Missouri Deaf/Blind Services has been developed as a result of efforts to aid unserved handicapped children in the state. Federal funds have been provided and the State Department of Education has negotiated with local school districts to establish the free deaf/blind programs.

DeWayne Cossey, who is the Coordinator of Deaf/Blind Services for the State of Missouri, has been instrumental in the development of the programs throughout the state. Locally, Jan Kostoricz is the Family Services Consultant and Cindy Robinson is the Educational Consultant for the programs in Western Missouri. Together, they are responsible for identification, enrollment, and all program consultation activities in their region. Employed by the Missouri Department of Mental Health, their offices are located in the Kansas City Regional Center for the Developmentally Disabled.

Additional services offered by the deaf/blind programs include counseling activities. The Blue Springs program sponsors parent groups and family counseling to help families cope with the stresses involved in rearing their multiply handicapped child. The Kansas City program plans similar activities to begin this fall. This involvement of staff, parents, and child is seen as an essential aspect of the total team effort to enhance the development process for the child who is deaf and blind.

Group Stresses Help for Language Problems

The Greater Kansas City Branch of the Orton Society, was recently formed as a local chapter of Orton Society Incorporated, an international, non-profit, scientific and educational organization for the study, prevention, diagnosis and treatment of Specific Language Disability. The Greater Kansas City Branch is one of many branches across the United States with a particular interest in helping to disseminate information on the continuously developing knowledge of the nature of language and the needs of its learners.

Membership in the Orton Society is open to anyone interested in helping children with language problems and includes physicians, psychologists, special ed and classroom teachers, school administrators, parents and individuals who have suffered with or have been treated for learning disabilities.

Orton Society sponsors various activities which promote public awareness of their organization and their work in the area of language disabilities. On August 27, from 9:00 am until 12:00 noon, the Kansas City Orton society will sponsor, "Help Eliminate Learning Disabilities," a workshop designed for parents and teachers of elementary age children, grade 6 and under. The film "Why can't I learn?" will be featured, along with discussions on learning disabilities. The workshop will be held at Notre Dame di Sion school at 38th and Locust. There is a $2.00 registration fee.

Send Us Your News

Every three months, **Quasar** reaches nearly 1,000 readers who are involved and interested in the education, health, and activities of handicapped children and adults. **Quasar** attempts to feature stories about special programs, new services in the area, notices of events, conferences or meetings, or any items of interest to the handicapped community or professionals in this or other health-related fields.

The Jackson County Direction Service Center publishes **Quasar** during the months of February, May, August, and November and is happy to include your news and information. To contribute news to **Quasar,** contact Michelle Tuccillo Smith at The Jackson County Direction Service Center at 833-4415. The deadline for submitting articles for the next issue (November) is October 10.

How to Obtain Your "Where to Turn" Directory

The new 1977 "Where to Turn" Directory will soon be available and can now be ordered at special pre-publication prices. This resource manual is a comprehensive reference publication which lists over 500 service agencies in a 7 county, bi-state area.

Individuals interested in obtaining a copy of this valuable resource directory should contact the Voluntary Action Center at 421-2565 or the Metropolitan Information and Referral Center at 421-4980.

Hotline Provides Aid to Blind

A national hotline and information-referral service has been announced by the National Federation of the Blind. Named the "National Blindness Information Center", the service can refer individuals to resources and agencies in their own community or provide them with general information of social, legal, or educational problems. To receive information, individuals can call the toll-free number, 800-494-9770, or write to:

National Blindness Information Center
Suite 212, 1346 Connecticut Ave.
Washington, D.C. 20036

Quasar

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Dale Herrick, Director
Michelle Tuccillo Smith, Editor

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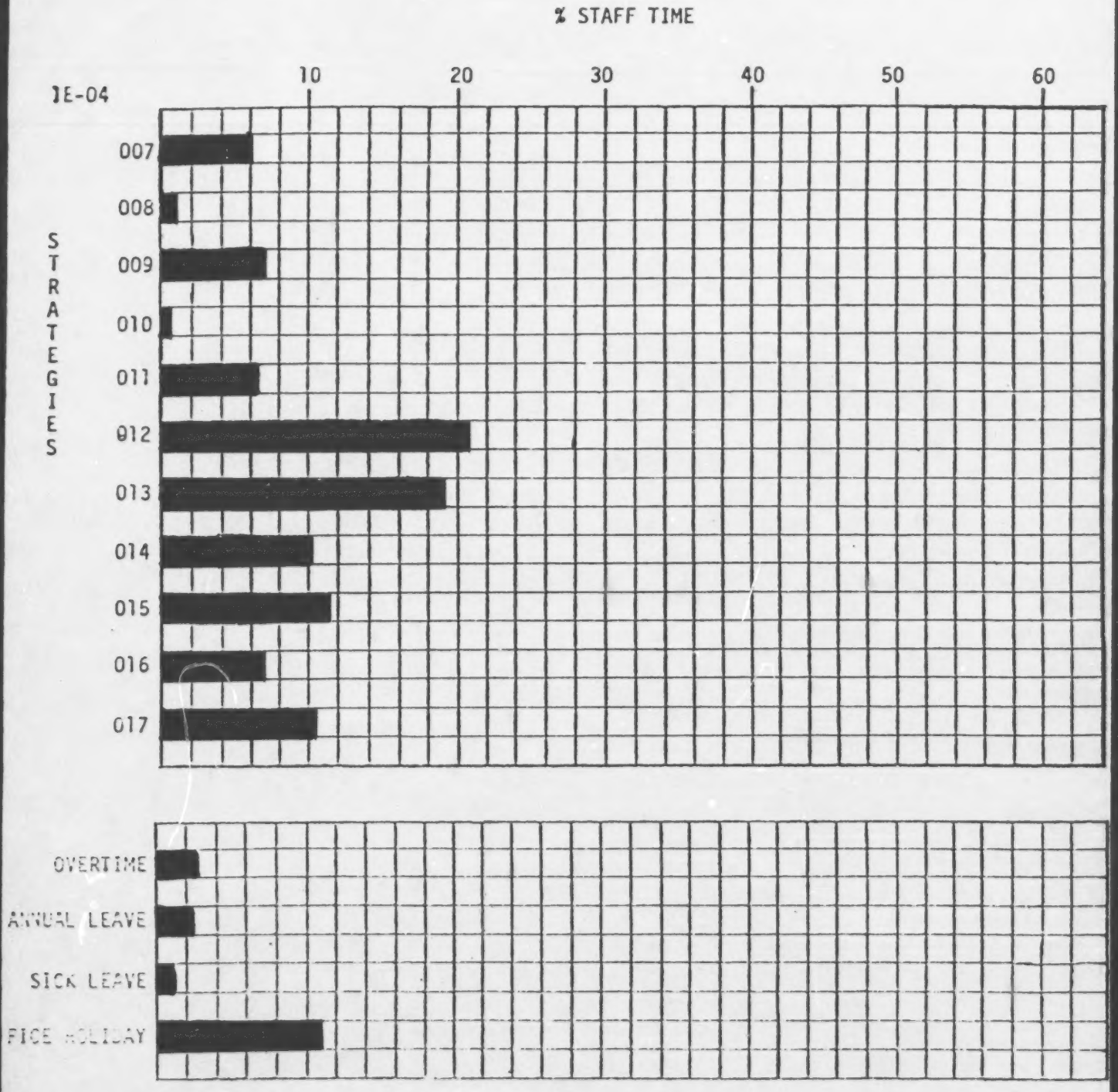
APPENDIX B

SAMPLE ACCOUNTABILITY DATA COLLECTION FORMS AND PROCEDURES

JACKSON COUNTY DIRECTION SERVICE CENTER
STAFF TIME REPORT *

Nov. 1, 1976 - Jan. 31, 1977



* Adaptation of a similar report form developed by the Midwest Regional Resource Center, Des Moines, Iowa

JACKSON COUNTY DIRECTION SERVICE CENTER

Staff Time Report *

Feb. 1, 1977 - May 31, 1977

STRATEGY NUMBER	COMPOSITE HOURS	% OF TOTAL TIME
1E-04-007	121	2.46
1E-04-008	83	1.69
1E-04-009	316	6.44
1E-04-010	124	2.52
1E-04-011	370	7.54
1E-04-012	1083	22.08
1E-04-013	902	18.39
1E-04-014	479	9.76
1E-04-015	766	15.62
1E-04-016	366	7.46
1E-04-017	294	5.99
	4904	
OVERTIME	79	1.61
ANNUAL LEAVE	148	3.01
SICK LEAVE	124	2.52
OFFICE HOLIDAY	328	6.68

* Adaptation of a similar report form developed by the Midwest Regional Resource Center, Des Moines, Iowa.

TIME/COST COMPARISON REPORT

QUARTER 1

Feb. 1, 1977 to May 31, 1977

The Time/Cost Comparison Report is a graphic representation of the percentage of time staff spent working in each substrategy as compared to the percentage of money spent in each substrategy.

The time graph is compiled from weekly time sheets completed by each staff member.

The cost graph is compiled by assigning all costs to the appropriate substrategy. Below is an explanation of how expenditures were assigned to substrategies:

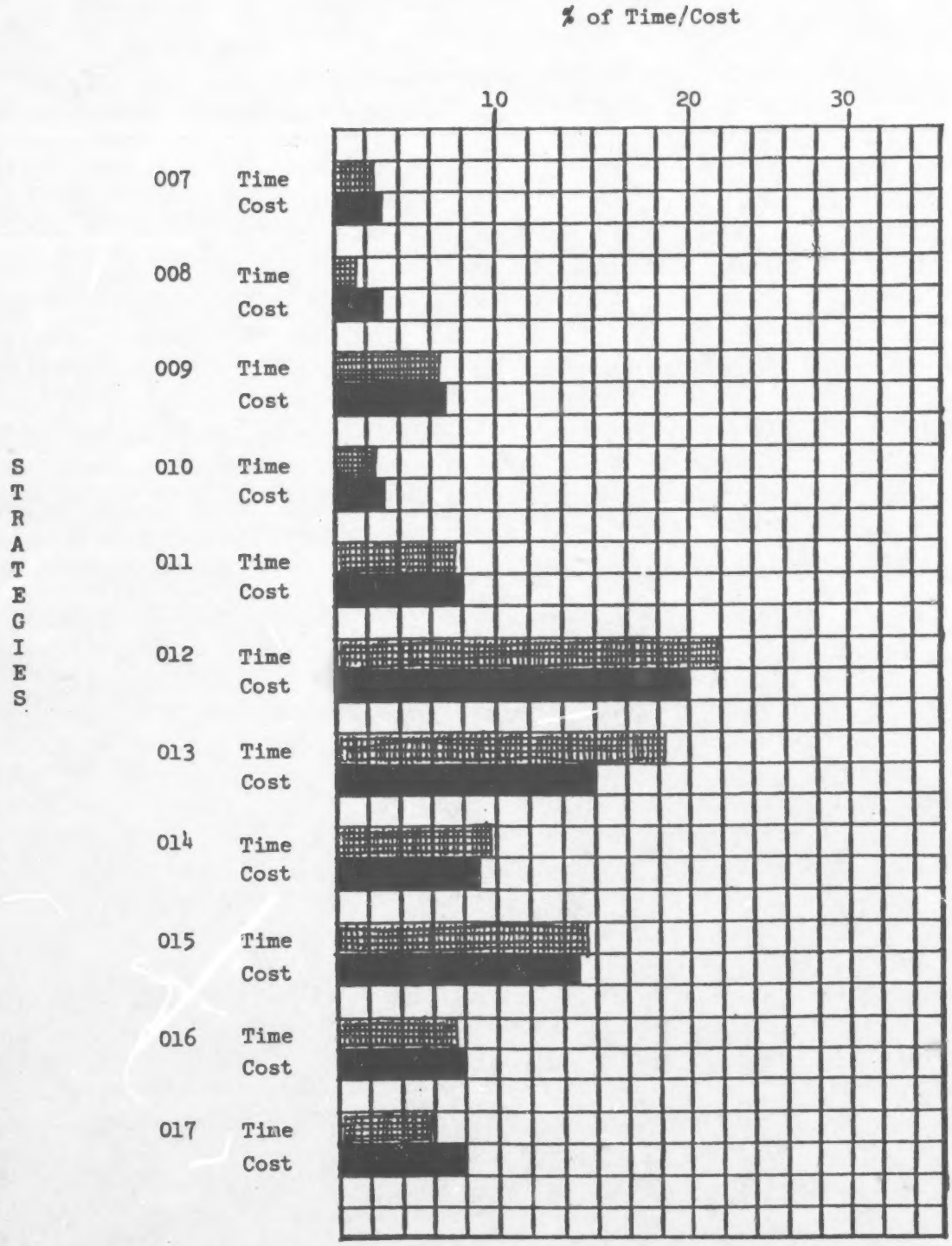
Salaries - each staff members salary expense was individually proportioned into substrategy according to time worked in each.

Employee Benefits - this expenditure was proportioned according to salary expense by substrategy.

All other expenditures were assigned according to the primary substrategy(s) that they applied to. If an expenditure applied to all aspects of the program it was equally pro-rated across all substrategies.

JACKSON COUNTY DIRECTION SERVICE CENTER

TIME/COST COMPARISON REPORT
1st QUARTER
Feb. 1, 1977 - May 31, 1977



STATISTICAL SHEET
JACKSON COUNTY DIRECTION SERVICE CENTER

Client No._____ Client Name_____ Birthdate_____

Date of Initial Interview_____

Age: 0-5 ____
6-10 ____
11-15 ____
16-21 ____

Race: Cauc ____
Negro ____
Span. Amer. ____
Amer. Ind. ____
Oriental ____
Other ____

Handicap Condition: (✓)

	Confirm
MR	
LD	
BD	
ED	
Ortho.	
O. Health	
Visual	
Blind	
Sp. Im.	
Hear. Im.	
Deaf-Bl.	
Multiple*	
Dev. Delay	
No. Handi.	

*if multiple number 1, 2, 3, etc.

School:
Fort Osage ____
Lone Jack ____
Oak Grove ____
Center ____
Raytown ____
Grandview ____
Kansas City ____
Blue Springs ____
Grain Valley ____
Independence ____
Lee's Summit ____
Hickman Mills ____

Service: (✓)
infor. ____
diagnosis ____
treatment ____
education ____
day care ____
resid. ____
fam. svs. ____
soc/rec ____
vocational ____
trans. ____
financial ____

Satisfaction:
very helpful _____
helpful _____
somewhat helpful _____
no help _____

Inactive: _____

Date: _____

Reason: _____

Diag/Handicap _____

Agency recommended for service:

	RIS Page	Agency Selected		RIS Page	Agency Selected

Agency selected, but not recommended:

Date to phase 6_____

Staff Member_____

IE-04-07
Rev. 6-9-77

JACKSON COUNTY DIRECTION SERVICE CENTER
Mercantile Bank Building
3640 South Noland Road
Suite 240
Independence, MO 64055

WEEKLY DATA SUMMARY

NAME _____ WEEK OF _____ TO _____

INITIAL INTERVIEW	M	T	W	TH	F	TOTAL
Noland Road						
Satellite						

AGE		M	T	W	TH	F	TOT
AGE	0-5						
	6-10						
	11-15						
	16-21						

PRIMARY PROBLEM		M	T	W	TH	F	TOTAL
PRIMARY PROBLEM	MR						
	LD						
	BD						
	ED						
	Ortho. H.						
	Other Hl.						
	Visual						
	Blind						
	Speech						
	Hear/Deaf						
	Deaf/Blnd						
	Multiple						
	Dev.Delay						

GEOGRAPHIC AREA		M	T	W	TH	F	TOT
GEOGRAPHIC AREA	Ft. Osage						
	Lone Jack						
	Oak Grove						
	Center						
	Raytown						
	Grandview						
	Kansas C.						
	Blue Sprg.						
	Grain Vly						
	Indep.						
	Lee Sumt.						
	Hickman M.						

INCOMING PHONE CALLS		M	T	W	TH	F	TOTAL
ap.	Non J.C.						
f.	Over 21						
	Pot.Ref.						
rv.	Info.						

	M	T	W	TH	F	TOT
Cl/Family Int. Noland Road						
Cl/Family Int. Satellite						
Referred Diag.						
Referred Serv.						

JACKSON COUNTY DIRECTION SERVICE CENTER
Mercantile Bank Building
3640 South Noland Road Suite 240
Independence, MO 64055 DATE April 1 - 30, 1977

PRIOR GRAND TOTAL	% to Date	WEEKLY DATA SUMMARY	Date 4-1-77	Date 4-4 4-7	Date 4-12 4-15	Date 4-18 4-22	Date 4-25 4-29	Mo. Total	%	NEW GRAND TOTAL	%
167		No. Work Days	1	4	4	5	5	19		~~185~~ 166	
336		Referrals Received	0	4	3	7	3	17		353	
314	94%	Telephone	0	4	2	7	3	16	94%	330	94%
22	6%	Walk in	0	0	1	0	0	1	6%	23	6%
2.01		Average Per Day	0	.1	.75	1.4	.6	.89		1.91	
36		Inactive	0	1	3	0	0	4		40	
300		Active (Total)	300	303	303	310	313	313		313	
28	9%	1. Referred	28	15	15	19	16	16	5%	16	5%
67	22%	2. Ident.Problem	67	74	74	64	66	66	21%	66	21%
40	13%	3. Match.Problem	40	38	38	44	44	44	14%	44	14%
34	11%	4. Procur.Service	34	32	32	33	33	33	11%	33	11%
89	30%	5. Monitoring	89	100	100	105	107	107	34%	107	34%
42	14%	6. Evaluation	42	44	44	45	47	47	15%	47	15%
271		Initial Interviews	1	10	8	4	6	29		300	
36	13%	Tenative Diagnosis: MR	0	0	0	1	2	3	10%	39	13%
82	30%	LD	1	3	3	2	1	10	35%	92	31%
30	11%	BD	0	2	0	1	1	4	14%	34	11%
20	7%	ED	0	1	1	0	2	4	14%	24	8%
15	6%	Ortho. Handicap	0	1	2	0	0	3	10%	18	6%
10	4%	Other Health	0	0	1	0	0	1	3%	11	4%
4	2%	Visual	0	0	0	0	0	0	0	4	1%
1	1%	Blind	0	0	0	0	0	0	0	1	1%
40	15%	Speech	0	3	0	0	0	3	10%	43	14%
12	4%	Hearing/Deaf	0	0	0	0	0	0	0	12	4%
2	1%	Deaf and Blind	0	0	0	0	0	0	0.	2	1%
12	4%	Multiple	0	0	1	0	0	1	3%	13	4%
7	3%	Developmental Dly.	0	0	0	0	0	0	0	7	2%
		GEOGRAPHIC AREA:									
22	8%	Fort Osage	0	1	1	0	0	2	7%	24	8%
2	1%	Lone Jack	0	0.	0	2	0	2	7%	4	1%
8	3%	Oak Grove	0	0	0	0	0	0	0	8	3%
7	3%	Center	0	1	1	0	0	2	7%	9	3%
21	8%	Raytown	0	0	0	0	3	3	10%	24	8%
4	2%	Grandview	0	0	0	0	0	0	0	4	1%
68	25%	Kansas City	0	4	1	0	0	5	17%	73	24%
20	7%	Blue Springs	0	0	1	0	0	1	3%	21	7%
4	2%	Grain Valley	0	0	1	0	0	1	3%	5	2%
88	33%	Independence	1	4	2	1	2	10	35%	98	33%
13	5%	Lee Summit	0	0	1	0	0	1	3%	14	5%
14	5%	Hickman Mills	0	0	0	1	1	2	7%	16	5%
		AGE:									
72	27%	0-5	0	3	2	0	1	6	21%	78	26%
96	35%	6-10	0	2	5	2	~~10~~	9	31%	105	35%
76	28%	11-15	1	5	1	2	4	13	45%	89	30%
27	10%	16-21	0	0	0	0	1	1	3%	28	9%

JACKSON COUNTY DIRECTION SERVICE CENTER
Mercantile Bank Building
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Independence, MO 64055

DATE April 1 - 30, 1977

PRIOR GRAND TOTAL	% to Date	WEEKLY DATA SUMMARY	Date 4-1	Date 4-4 4-7	Date 4-12 4-15	Date 4-18 4-22	Date 4-25 4-29	Mo. Total	%	NEW GRAND TOTAL	%
197		Confirmed Diagnosis	7	0	11(-2)	13	4	35(-2)		230	
23	12%	MR	1	0	4	0	0	5	15%	28	12%
48	24%	LD	1	0	3	4	4	12	36%	60	26%
27	14%	BD	0	0	(-1)	3	0	3(-1)	9%	29	13%
15	8%	ED	0	0	0	1	0	1	3%	16	7%
15	8%	Ortho. Handicap	1	0	1	0	0	2	6%	17	7%
5	3%	Other Health	0	0	0	2	0	2	6%	7	3%
3	2%	Visual	0	0	0	0	0	0	0	3	1%
1	1%	Blind	0	0	0	0	0	0	0	1	1%
20	10%	Speech	1	0	2	1	0	4	12%	24	10%
9	5%	Hearing/Deaf	0	0	0(-1)	1	0	2(-1)	6%	10	4%
0	0	Deaf and Blind	0	0	0	0	0	0	0	0	0
25	13%	Multiple	3	0	0	1	0	4	12%	29	13%
6	3%	Developmental Dly.	0	0	0	0	0	0	0	6	3%
		GEOGRAPHIC AREA:									
20	10%	Fort Osage	0	0	0	0	0	0	0	20	9%
1	1%	Lone Jack	0	0	1	0	0	1	1%	2	1%
5	3%	Oak Grove	0	0	0	0	0	0	0	5	2%
8	4%	Center	0	0	0	1	0	1	3%	9	4%
11	6%	Raytown	1	0	1(-1)	1	0	3(-1)	9%	13	6%
5	3%	Grandview	0	0	0	0	0	0	0	5	2%
55	28%	Kansas City	4	0	5(-1)	4	0	13(-1)	39%	67	29%
8	4%	Blue Springs	1	0	1	0	0	2	6%	10	4%
0	0	Grain Valley	0	0	0	0	0	0	0	0	0
65	33%	Independence	1	0	1	5	3	10	30%	75	33%
7	4%	Lee Summit	0	0	1	0	0	1	3%	8	4%
12	6%	Hickman Mills	0	0	1	2	1	4	12%	16	7%
		RACE:									
182	92%	Caucasian	7	0	8(-2)	11	4	30(-2)	85%	210	91%
10	5%	Negro	0	0	3	2	0	5	15%	15	7%
3	2%	Spanish American	0	0	0	0	0	0	0	3	1%
0	0	American Indian	0	0	0	0	0	0	0	0	0
1	1%	Oriental	0	0	0	0	0	0	0	1	1%
1	1%	Other	0	0	0	0	0	0	0	1	1%
		AGE:									
52	26%	0-5	3	0	3(-1)	6	0	12(-1)	33%	62	27%
73	37%	6-10	2	0	4(-1)	2	2	10(-1)	27%	82	36%
54	27%	11-15	1	0	4	5	1	11	33%	65	28%
19	10%	16-21	1	0	4	0	1	2	6%	21	9%
		SEX:									
131	67%	Male	2	0	83	7	13	18	55%	149	65%
66	33%	Female	5	0	5(-2)	6	1	17(-2)	45%	81	35%

JACKSON COUNTY DIRECTION SERVICE CENTER
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Independence, MO 64055

Date April 1 - 30, 1977

PRIOR GRAND TOTAL	% to Date	WEEKLY DATA SUMMARY	Date 4-1	Date 4-4 4-7	Date 4-12 4-15	Date 4-18 4-22	Date 4-25 4-29	Mo. Total	%	NEW GRAND TOTAL	
41		Inappropriate Refer.	0	1	3	5	13	22		63	
17	42%	Non-Jackson Co.	0	1	1	3	8	13	59%	30	48
24	58%	Over 21 years	0	0	2	2	5	9	41%	33	52
229		No Service	4	17	13	10	6	50		279	
82	36%	Potential Refer	3	2	2	0	3	10	20%	92	33
147	64%	Informational	1	15	11	10	3	40	80%	187	67
124		Client Interviews (Supplemental)	2	0	2	0	4	8		132	
84		Referral for diagnos	0	2	1	2	2	7		91	
282		Referral for service	3	11	12	12	11	49		293	
50		Questionnaires sent	0	3	1	0	0	4		54	
29		Questionnaires rec'd	0	1	2	0	1	4		33	
21	72%	Very Helpful	0	0	2	0	1	3		24	
6	21%	Helpful	0	1	0	0	0	1		7	
1	3%	Somewhat Helpful	0	0	0	0	0	0		1	
0	0	No Help	0	0	0	0	0	0		0	
1	3%	No Comment	0	0	0	0	0	0		1	
336		Source of Referrals	0	4	3	7	3	17		353	
26	8%	TV	0	1	0	0	0	1	6%	27	8
22	7%	Radio	0	0	0	0	2	2	12%	24	7
23	7%	Newspaper	0	0	0	0	0	0	0	23	7
2	1%	Broch./poster	0	0	0	0	0	0	0	2	1
73	22%	Agency	0	1	1	3	1	6	35%	79	22
134	39%	School	0	0	2	1	0	3	18%	134	38
41	12%	Friend/relative	0	2	0	2	0	4	24%	45	13
2	1%	DSC Presentation	0	0	0	0	0	0	0	2	1
13	4%	Unknown	0	0	0	0	0	0	0	13	4
3	1%	Other	0	0	0	1(USC)	0	1	6%	4	1
36		Reason Inactive	0	1	3	0	0	4		40	
23	64%	Service not needed	0	1	1	0	0	2	50%	25	63
8	22%	Res. outside JC	0	0	2	0	0	2	50%	10	25
4	11%	No handicap	0	0	0	0	0	0	0	4	10
1	3%	Deceased	0	0	0	0	0	0	0	1	3

APPENDIX C

SAMPLE ADVISORY COMMITTEE BY-LAWS

Approved
9-21-76

BY-LAWS

ADVISORY COMMITTEE
Jackson County Direction Service Center
Independence Public Schools

I. Name

Jackson County Direction Service Center Advisory Committee

II. Objective

The Advisory Committee will meet for the purpose of providing advice related to program development, implementation, and evaluation. More specifically, this committee will be charged with advising the Director on such issues as confidentiality, the Center's relationship with the community, and other issues that the Director believes require the input of this committee. The committee will not be an administering agent, but rather a source of broad based input needed to resolve specific issues involved in the operation of the Center.

III Policies and Procedures

A. This committee is advisory only. As such the Direction Service Center and/or Superintendent of Schools may reject its recommendations. The committee recognizes that the Independence Board of Education has the legal responsibility to operate the Direction Service Center for the betterment of all handicapped children in Jackson County.

B. The Jackson County Direction Service Center Advisory Committee shall have no power to enter into contracts of any nature or to spend public funds. In the absence of his written consent, no committee member shall be required to provide any sum of

money, property, or service, other than the services described herein, to the Advisory Committee. The Advisory Committee shall have no power to bind any member of the school district to any debt, liability or obligation in the absence of an expressed written authorization from the party to be bound.

C. The Advisory Committee shall be nonpartisan, nonsectarian, and noncommercial.

D. The Advisory Committee shall not be bound by any statement or action on the part of any individual member of the committee except when such statement or action is in pursuance of specific instructions by the committee.

IV. Membership

A. The membership of the Advisory Committee shall be representative of persons or groups interested in the service needs of handicapped children and shall include parents, professionals from the fields of medicine, education and community organizations who serve handicapped children.

B. The membership of the Advisory Committee shall be made up of eleven (11) persons. The following positions will be permanent:

(1) Superintendent, Independence Missouri Public Schools

(2) Member of Board of Education, Independence Missouri Public Schools

(3) Director of Special Education, State Department of Secondary and Elementary Education, Jefferson City, Missouri.

The remaining eight (8) members will be asked to serve a two (2) year term which will commence on the date these by-laws are approved by the Advisory Committee.

C. Nominations for membership may come from members of the Advisory Committee or the Director of the Jackson County Direction Service Center.

D. Each member shall be entitled to one (1) vote and may cast that vote on each matter submitted to a vote of the Advisory Committee. Proxy voting and absentee ballots shall not be permitted.

E. The Director of the Direction Service Center shall serve as an ex-officio member of the committee.

V. Officers and their Election

A. The officers of the committee shall consist of a chairperson, a vice-chairperson and a secretary. They shall be elected by the members of the committee. Vacancies in any office shall be filled by vote of the committee at any regular meeting.

B. The specified duties of the officers are:

1. The chairperson shall preside at all meetings of the

committee; shall perform such other duties as may be assigned by the committee and shall coordinate the work of the other officers and sub-committees of the committee in order that the objectives may be achieved.

2. The vice-chairperson shall act as aide to the chairperson and shall perform the duties of the chairperson in the absence or disability of that officer to act.
3. The secretary shall be responsible for recording the minutes of all meetings of the committee and shall perform such other duties as may be delegated to the secretary. The secretary shall provide copies of each meeting's approved minutes to all members of the committee.

VI. Sub-Committees

A. Sub-committees may be formed by the committee upon majority vote.

B. When formed, such sub-committees shall be provided by the chairperson with a specific written charge and appropriate time line.

C. All sub-committee tasks shall terminate with a written report being presented by the subcommittee chairperson to the committee.

VII. Meetings

A. All meetings of the Jackson County Direction Service Center Advisory Committee shall be open to the public.

B. The committee shall meet at least four times during the year at a time to be set by the Advisory Committee. At these meetings a quorum shall consist of a majority of the committee membership.

C. Special meetings may be called by the chairperson of the committee pending at least three (3) days notice having been given. At these meetings a quorum shall consist of a majority of the committee membership.

D. All meetings shall be at 7:30 p. m. in the Direction Service Center unless otherwise designated by the committee.

VIII. Reporting

A. At least once each year the chairperson of the committee shall make a report on the committee's activities and deliberations to the Director, Jackson County Direction Service Center who will forward the report, with his comments, to the Superintendent of Schools. The Superintendent of Schools may choose to forward this report to the Board of Education.

IX. Parliamentary Authority

A. The rules contained in the current edition of Robert's Rules of Order Newly Revised shall govern the committee in all cases to which they are applicable and in which they are not inconsistent with these by-laws and any special rules the committee may adopt.

X. Amendments to By-laws

A. The Jackson County Direction Service Center Advisory Committee is the creation of the Direction Service Center and its by-laws may be cooperatively amended by the committee or the Director of the Direction Service Center. The committee may, by majority vote, adopt recommendations for amendment of the by-laws and direct such proposals to the Director, Direction Service Center.